



No Show/ Cancellation Policy

Effective 11/1/20

Thank you for trusting your care to Pomeroy and Rhoads Orthopaedics. When you schedule an appointment with Pomeroy and Rhoads Orthopaedics we set aside enough time to provide you with the highest quality care. Should you need to cancel and reschedule your appointment please contact our office as soon as possible and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be needing an appointment. Please see our Appointment Cancellation/No Show policy below:

- Effective 11/1/20 any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least **24 hour** notice will be considered a **\$50 fee**
- If a **Third** No Show or cancellation/reschedule without a 24 hour notice should occur the patient may be dismissed from Pomeroy and Rhoads Orthopaedics.
- Any new patient that fails to show to their appointment will only be considered to reschedule once. If at the second appointment they fail to show they will no longer be rescheduled at Pomeroy and Rhoads Orthopaedics.
- As a courtesy, we make reminder calls and send reminder texts and emails. If you do not receive any of the reminders the policy will remain in effect.

We understand there may be time when unforeseen circumstances occur, and you may not always be able to make your scheduled appointment. If you should experience extenuating circumstances, please call our office. You may contact Pomeroy and Rhoads Orthopaedics Monday -Friday from 9:00am - 5:00pm.