

# **Gianna of Albany Creighton Model FertilityCare**

## **Follow-up Cancellation/ No-show and Late Arrival Policy**

We strive to provide excellent care to you and to all of our Creighton Model FertilityCare (CrMS) patients/ clients. We also understand that personal and family emergencies may occur.

Consistent with this, we have developed appointment cancellation, late arrival and no-show policies that allow us to better schedule appointments for all patients/ clients. When an appointment is scheduled, that time has been specifically reserved for you and when it is missed that time cannot be used for another patient/ client. We sincerely appreciate your assistance and cooperation as this more efficiently uses your time and allows for a smooth office flow.

### **Cancellation/ No-show Policy**

I will notify my FertilityCare Practitioner of the need to cancel or reschedule a CrMS Follow-up at least 24 hours prior to my scheduled appointment time.

I must notify my Creighton Model FertilityCare Practitioner directly of the need to cancel or reschedule through a phone call or text message. Do not call the office to cancel or reschedule.

If I fail to cancel or reschedule within 24 hours of my CrMS appointment or if I fail to notify my FertilityCare Practitioner directly, I may be charged a \$50 fee.

### **Late Arrival Policy**

If I arrive greater than 15 minutes after my scheduled appointment time, I may be asked to reschedule my Creighton Model FertilityCare appointment, depending on the availability of the FertilityCare Practitioner.

If I must reschedule, I may be charged a \$50 fee for a missed appointment.

I understand that I am always subject to the fee if I cancel or reschedule within 24 hours of my scheduled appointment time, however, my practitioner may waive this fee at his or her discretion.

Printed Name \_\_\_\_\_

Signed Name \_\_\_\_\_ Date \_\_\_\_\_