



Cancellation Policy – Effective July 1, 2017

This policy has been established to help us better serve our entire patient population. Scheduled appointments allow us to see our patients as efficiently as possible. No-shows and late- cancellations cause problems that go beyond a financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No-shows and late-cancellations delay the delivery of health care to other patients, some who are quite ill.

A "no show" is missing a scheduled appointment without notice to the clinic.

A "late cancellation" is canceling an appointment without 24 hour advanced notice.

We understand that situations such as medical emergencies occasionally arise when an appointment cannot be kept and adequate notice is not possible. These situations will be considered on a case by case basis.

Primary Care: A charge of \$25.00 will be assessed for each no show or late cancellation.

Payment is due at the time of service for all appointments. If you cannot pay your balance in full, a payment plan can be arranged electronically. If not paid in full and a payment plan is not arranged, a \$25.00 daily charge will be added to your balance and every day thereafter until paid. For questions about your balance, please contact us at 210-495-2117 and ask for a billing specialist.

Triplicate prescription refills require a follow up every 3 months. There are no exceptions.

If follow up visit is scheduled for 6 months, and patient calls for a refill due to inability to make the scheduled appointment within 6 months, a \$25.00 charge will be collected before a provider will call in the prescription.

Weight Loss: Weekly program visits are forfeited. A "make-up" visit may be scheduled at the patient's discretion for an additional fee. Pay-As-You-Go visits, VO2 and RMR tests, and personal training sessions will be assessed a \$25.00 fee for no show or late cancellation.

Signature Medspa by Dr. Rogers: A \$25.00 charge will be assessed for each no show or late cancellation.

Please understand that insurance companies consider these charges to be entirely the patient's responsibility.

We appreciate your cooperation.