



MISSED APPOINTMENT/CANCELLATION POLICY

Our goal at PTCA is to provide quality medical care in a timely manner. In order to do so, we have implemented an appointment policy that will enable us to better utilize available appointments for our patients.

CANCELLATION OF APPOINTMENT:

In order to be respectful of the medical needs of other patients, please be courteous and call the office promptly if you are unable to attend your appointment. We value all our patients and strive to provide the best care possible. Please understand when we schedule your appointment, we are reserving time for your particular needs. We kindly ask that if you must change an appointment, please call as early as you can, preferably at least 24 hours in advance. Your early cancellation will allow another person the possibility to have access to timely medical care. Repeated rescheduling of appointments may result in financially securing appointments in advance and/or dismissal of care from our practice.

TO CANCEL YOUR APPOINTMENT---CALL 701 223 7822

NO SHOW POLICY:

A “no-show” is an appointment that the patient misses without calling in advance to cancel. These “no-show” appointments inconvenience those individuals who need medical care in a timely manner, as well as the provider of care. We understand that occasional missed appointments can occur for a variety of reasons. When you miss an appointment without canceling, someone else with medical needs could have been seen in your place. A failure to show up at the time of a scheduled appointment will be recorded in the patient record. Repeated missed appointments will result in financially securing appointments in advance, and/or dismissal of care from our practice.

\$100 FEE WILL BE COLLECTED AT SCHEDULING TIME TO SECURE EACH APPOINTMENT MADE

LATE FOR APPOINTMENT:

When scheduling your appointment, you will be instructed to arrive 15-30 minutes early to complete registration and medical history documents. This ensures you are ready for the provider at the scheduled appointment time. Patients that arrive late for an appointment may be asked to reschedule.