

Comprehensive Vascular and Endovascular Care

Title of Policy: **Vascular Lab/Cancellation/No Show Policy**

Effective Date: August 13, 2018 Revised 8/20/2021

Purpose: Efficiency of our Vascular Lab

Appointments

Vascular Lab tests are by appointment only. Please call 248-424-5748 for Southfield or 248-465-4820 for Novi. The receptionist may ask about the reason for your test. This helps us schedule the vascular lab more efficiently. Please arrive 15 minutes prior to your scheduled appointment time. Patients who are late for any appointment may be asked to reschedule at the lab techs discretion. Remember to bring your insurance cards and picture ID to each office visit.

Cancellations

We would like to thank you for being a patient in our office. We value all our patients and strive to provide the best care possible in the most comfortable setting. Please understand that when we schedule your appointment, we are reserving time for your needs. We kindly ask that if you must change an appointment, please give us at least 48 hours' notice. This courtesy makes it possible to give your reserved time to another patient who would like it. We know that your time is valuable. When your appointment is made, a room is reserved, your records are prepared, and special equipment is prepared for your visit. Except in the case of emergency treatment for another patient, you can expect us to be running on schedule. When you are unable to keep an appointment, we ask that you cancel at least 48 hours in advance. When this is not possible, call as soon as you can so that another patient can be scheduled at your appointment time.

Missed Appointments (Non-Cancelled)

We understand that occasional missed appointments can occur for a variety of reasons. When you miss an appointment without notifying our office prior to your appointment, someone else who could have been seen in your place is delayed unnecessarily. We track missed (non-cancelled) appointments. A "No Show/Late Cancellation" is defined as missing an appointment without cancelling at least 48 hours before your scheduled appointment time. There will be a charge for a missed or non-cancelled appointment. Insurance will not cover charges for no show/late cancellation fees. The \$25 per test charge is in addition to any other charges you may have incurred. No refunds will be given.

Payment

Payment is due in full at the time of service, no exceptions.

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I have read and understand the Vascular Lab/Cancellation/No Show Policy

Patient Name

Patient Signature

Date