

Richmond Family Medicine Associates



Comprehensive Care for Your Entire Family

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No Show and Cancellation Policy

Cancellation of an Appointment

In order to be respectful of the medical needs of others, please be courteous and call promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require you to call 24 hours in advance. Appointments are in high demand and your early cancellation will give another person the possibility to have access to timely medical care.

How to Cancel Your Appointment

To cancel appointments, please call (859) 575-4075. If you reach the voicemail, please clearly state your name, date of birth, phone number and the date and time of your appointment.

Late Cancellations

Late cancellations will be considered as a "No Show". Please see No Show Policy for established and new patients.

No Show Policy for Established Patients

A "No Show" is someone who misses an appointment without cancelling it 24 hours in advance of your scheduled appointment. As an example, your appointment is at 3pm on Tuesday, you need to cancel by 3pm Monday. A failure to present at the time of a scheduled appointment will be documented in your chart as a "No Show". The second time there is a "No Show", you will be sent a letter notifying you have failed to show up for an appointment on two different occasions. A copy of the letter will be placed in your chart. Each time there is a "No Show", a \$25.00 fee will be billed to your account. This fee will need to be paid in full before scheduling any further appointments. Three follow-up "No Show" appointments, in a 12-month period will result in discharge from the practice.

No Show Policy for New Patients

The "No Show" fee for a new patient appointment is \$50.00. You will not be rescheduled.