



Cancellation Policy/No-Show Policy

Cancellation/No-Show Policy: clinic appointments

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, giving us insufficient time to adjust our schedule, you are increasing our overhead costs and may be preventing another patient from getting needed treatment.

If an appointment is not cancelled at least 24 hours in advance you will be charged a twenty-five dollar (\$25) fee – your insurance company will not cover this fee.

Cancellation/No-Show Policy: cosmetic & surgery appointments

Due to the large block of time reserved for cosmetic and surgical procedures, last minute cancellations cause significant added expenses and scheduling difficulties for our office.

If a cosmetic procedure or surgery appointment is not cancelled at least 24 hours in advance you will be charged a fifty dollar (\$50) fee – your insurance company will not cover this fee.

Other Policies:

-Rescheduling. We understand that delays can happen. However, due to the nature of our business, if a patient arrives more than 15 minutes late we will need to reschedule the appointment.

-Account Balances. It is our office policy that patients with an outstanding or past-due balance must pay their account balance in full prior to receiving further services by our practice.

Patients who have questions about these policies or their account are encouraged to call the office and speak to our billing office or the office manager.

We appreciate your understanding. Thank you for being a patient of Knight Dermatology Institute.