



INOVA® MEDICAL
GROUP

Cancellation Policy

Inova Medical Group- ALFA Neurology's mission is to provide excellent care to each patient in a timely manner. In order for us to deliver care in the most efficient and effective way, we ask that you inform us if you are unable to attend your scheduled appointment. Your notification allows us to better utilize available appointments for other patients in need of prompt medical care.

If it is necessary to cancel your scheduled appointment, **we require that you call or leave a message at least 24 hours before your appointment time.** Appointments are in high demand, and your early cancellation will give another person the opportunity to have access to timely care.

We reserve the right to charge a fee for any scheduled visits that are:

- 1. cancelled with less than 24 hours notice**
- 2. are missed without calling to cancel (no-show)**

Cancellation Fee Schedule:

New Patients: \$50.00

Established Patients: \$35.00

You are required to pay the cancellation fee prior to the start of your next scheduled visit. Cancellation fees cannot be billed to insurance.

Printed Name: _____

Date: _____

Signature: _____

Effective September 26, 2011