

# Patient Appointment Policy

## 1. Appointment Scheduling

All appointments must be scheduled at least 24 hours in advance unless deemed urgent. Urgent cases must be communicated via phone. Patients who cancel appointments with less than 12 hours' notice may incur a cancellation fee.

## 2. Patient Registration Requirements

New patients are required to bring valid identification, including a government-issued ID and proof of address. All necessary forms must be filled out accurately to ensure effective communication.

## 3. Wait Time Policy

The maximum wait time for appointments should not exceed 30 minutes. Staff must monitor and communicate any delays promptly.

## 4. Follow-up Appointment Guidelines

Patients are encouraged to schedule follow-up appointments before leaving the office. Follow-up visits should occur within 6 weeks of initial evaluation unless otherwise directed by the physician.

## 5. Cancellation Policy

Patients should inform the office of cancellations as soon as possible. Cancellations made with less than 12 hours' notice will result in a fee of \$25 for the first occurrence and \$50 for any subsequent occurrences.