

MISSED AND LATE ARRIVAL APPOINTMENT POLICY



When patients fail to show up for their appointments, other patients who need appointments are unable to receive the care they require if we don't have enough notice to be able to fill the empty appointment times. Our policy on late arrivals, cancelations and no-shows is based on experience and is a critical part of operating our clinic.

Please confirm your appointment: Grafton Dermatology & Cosmetic Surgery will contact you prior to your appointment by text. You must reply to the text to confirm your appointment. It is easy as responding "YES" to the text. This will confirm your appointment. If you are unable to make your appointment you can text us back stating you want to cancel. You can also reschedule or move your appointment to another time by texting. Our staff will respond within minutes unless outside of business hours, in which case they will respond as soon as the office opens the next day.

If you do not confirm your appointment, Grafton Dermatology & Cosmetic Surgery reserves the right to reschedule you.

Late arrivals: Please keep in mind that Grafton Dermatology & Cosmetic Surgery maintains a full schedule. Even one patient running late can impact the schedule of the entire clinic. Please call us and let us know if you are running behind so we can manage accordingly.

Cancelations: If you need to cancel or reschedule your appointment, please give our office at least 24-hour notice so we have time to fill the appointment slot with another patient.

Failure to give a 24- hour notice is considered a missed appointment

Consequences of missed appointments: The first missed appointment within six months will be noted in the chart. The second missed appointment within six months will result in a 30 day delay before you can reschedule. The third missed appointment within six months will result in you no longer being able to be seen.

All Cosmetic & Surgery missed appointments will be charged \$50.00

**GRAFTON DERMATOLOGY &
COSMETIC SURGERY**