Diabetes and Endocrine Care of Virginia
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Policy for New and Established Patients

Our "On Time" and "Late" Policy

We understand that even the most organized person can occasionally run late sometimes. If that's the case, call us before your appointment time. We will reschedule your appointment for a time that's better for you. ***If you are late for the appointment but don't call us, we will probably give your time away to another patient.***

- If you cannot keep your appointment, please reschedule your appointment by calling us or by visiting our patient portal.
- However, if you fail to cancel or reschedule your appointment at least **24 hours** prior to your appointment, additional fees may apply **($25.00)**.
- All patients will be seen in the order they were scheduled.
- Any patient arriving more than **10 minutes late, including new patients**, will be asked to reschedule. ***This may apply under No-Show Policy***.

Appointment No Shows (Missed Appointments)

- **The first** No-Show that occurs, will result in a verbal reminding you that you missed your appointment and to reschedule. ***(This is going to be documented on your record).***
- **The second** No-Show will result in a letter and a **$25.00** charge to the patient, not your insurance company. We want to emphasize that your insurance will not pay the No-Shows or Late Cancellations. This is a full responsibility of the patient.
- **The third** No-Show will result in termination of physician-patient relationship, this will be determined by the doctor.

Please note, so that there is no misunderstanding:

- We will try our best to accommodate your schedule, but we can't guarantee that the time we can work you in will be your first choice. We must offer appointment slots on a first-come basis. If you are more than 10 minutes late we won't guarantee that you'll be seen (as described above).
- *We reserve the right to determine what constitutes an urgent sick visit.*