



PATIENT APPOINTMENT CANCELLATION AND NO-SHOW POLICY

EFFECTIVE AUGUST 1, 2023

Canceling and Rescheduling. Patients may cancel or reschedule without penalty by notifying AST at least 24 hours before their scheduled appointment time. To cancel or reschedule, please contact us by phone Monday-Friday between 8:00 am and 4:30 pm. If you call during non-business hours but at least 24 hours prior to your scheduled appointment time to cancel or reschedule you must leave a voicemail and the office will attempt to contact you on the first business day following your message.

Late Cancellation. Cancellations are considered "late" when the patient cancels or reschedules between 1 and 24 hours prior to the scheduled appointment time. Late cancellations will result in the customer being charged a fee of \$25 per occurrence.

No-Show Appointments. Patients are considered "No Shows" when they fail to contact the office to cancel or reschedule within one hour of their scheduled appointment time. Patients who have a no-show appointment will be charged a fee of \$35 per occurrence. After a patient's third no-show within one calendar year the provider withholds the right to terminate the relationship with the patient.

Provider Cancellation. If, for any reason, we must cancel your scheduled appointment, we will notify you as soon as possible and will work with you to reschedule for the soonest available appointment.

Fee Waiver. We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.