



# SHORE

# PHYSICIANS GROUP<sup>SM</sup>

## Appointment Guidelines for Cancellations and No-Shows

In order for us to provide great care to our patients, Shore Physicians Group (SPG) and Shore Specialty Consultants (SSC) has implemented the following guidelines regarding appointments and cancellations effective 01/01/2021:

1. 24 hours' notice must be given to make changes to your appointment including rescheduling and cancelling.
2. Any appointment cancelled or rescheduled without 24 hours is considered a missed appointment.
3. Missed appointments are tracked and will have the following consequences:
  - a. **1<sup>st</sup> incident:**  
**For Shore Physicians Group:** There will be no fee but it will be noted in your chart.  
**For Shore Specialty Consultants:** There is a \$25 fee.
  - b. **2<sup>nd</sup> incident:**  
**For Shore Physicians Group:** There is a \$25 fee.  
**For Shore Specialty Consultants:** There is a \$50 fee.
  - c. **3<sup>rd</sup> incident:**  
**For both Shore Physicians Group and Shore Specialty Consultants:**  
No further appointments will be scheduled and the patient will be discharged from the practice or sent a discharge warning notification. (Per Provider)
4. Late arrival to your appointment may result in the inability to perform the needed treatment in the time remaining and the appointment may need to be rescheduled. This will also be considered a missed appointment and the above consequences will be applied.
5. If you have signed in for your appointment and you leave while waiting to be called and your name is called 3 times without a response, this will also be considered a missed appointment. Your appointment will need to be rescheduled. Do not leave once you have signed in for your appointment, the receptionist is not responsible for holding your appointment time.
6. Please be sure we have your current contact numbers and email on file to assist us in contacting you to confirm your appointment and prevent the need to reschedule your appointment.

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Patient/Responsible Party Signature

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Date