

Dear Patients:

Due to our busy schedule and our commitment to serving your needs, please note the following:

1-We will make every effort to keep your appointment time here, to less than one hour. However, on occasion this time may exceed the one-hour limit. We will try to inform you and we apologize for the inconvenience.

2-We appreciate you giving us a 24-hour notice for any necessary cancellation. If you do not cancel 24 hours in advance, we will have to charge \$10 the first cancelled appointment and \$15 for the second cancelled appointment, for missed appointments \$15 for first missed appointment and \$25 the second time to be paid before rescheduling.

3-We expect all co-pays to be paid at the time of service. If you do not pay your co-pay during your visit, a \$5 charge will be added to your bill when it is mailed to you.