



Thank you for trusting your urologic care to Tennessee Valley Urology Center. When you schedule an appointment with Tennessee Valley Urology Center, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. Your cooperation gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective March 1, 2023 any patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours' notice will be considered a No Show and charged a \$40.00 fee.
- Any established patient who fails to show or cancels/reschedules an appointment without a 24-hour notice a second time will be charged an \$80.00 fee.
- If a third No Show or cancellation/reschedule should occur without 24-hour notice the patient may be dismissed from Tennessee Valley Urology Center.
- If you are a new patient and do not show for your initial visit, the practice may elect to not reschedule your appointment.
- The fee is charged to the patient, not the insurance company, and **is due prior to the patient's next office visit.**
- As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs, and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No-Show fee. You may contact Tennessee Valley Urology Center at 423-472-3201.

I understand the importance of notifying you should I need to cancel or reschedule my appointment. I have read the Medical Appointment Cancellation/No Show Policy and agree to its terms.

Patient's Printed Name

Patient's Date of Birth

Signature (Patient/Legal Guardian)

Relationship to Patient Date