

Dr. Marion S. Lewis & Associates

Cancellation Policy/No Show Policy

Cancellation/ No Show Policy for Appointments

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly “full” appointment book.

If an appointment is not cancelled at least 24 hours in advance you will be charged a twenty-five dollar (\$25) fee; this will not be covered by your insurance company.

Scheduled Appointments

We understand that delays can happen however we must try to keep our other patients on time.

If a patient arrives 15 minutes past their scheduled time we may have to reschedule the appointment.

Account balances

We require that patients with account balances pay their past balances in full prior to receiving further services by our practice.

Patients who have questions about their bills or may call and ask to speak to a business office representative with whom they can review their account and concerns.