



Attention Patients and Caregivers:

NO SHOW POLICY

Effective June 1, 2015, Charleston Oncology will be implementing a No-Show Policy to better serve all of our patients and ensure that everyone receives timely and appropriate care. Please take a moment to review the details of this policy:

Cancellation: If you must cancel your appointment, we kindly request that you do so at least 24 hours prior to your scheduled appointment. This allows us to offer that time slot to another patient in need of medical attention.

Late Arrivals: Patients who arrive more than 30 minutes late for their scheduled appointment may be asked to reschedule. We aim to provide the best care to all of our patients, and punctuality is an important part of this process.

Consecutive No-Shows: After two consecutive no-shows, you will receive a warning letter to remind you of the importance of adhering to your appointments.

No-Show Fee: After three consecutive no-shows, a \$25 no-show fee will be applied to your account. This fee helps cover the costs associated with missed appointments.

Termination of Care: After four consecutive no-shows, you will receive a letter of termination. This means that you will be discharged from our care, and we will be unable to continue providing medical services to you.

Exceptions: Please note that this policy will not apply to patients who are admitted as inpatients, or to those whose appointments are scheduled by our outside scheduling department. We kindly request that you notify us if your appointment is coordinated by an external entity so that we can accommodate you effectively into our schedule.

We understand that life can be unpredictable, and we always aim to be as flexible as possible to accommodate your needs. However, this policy is designed to ensure that we can provide high-quality care to all of our patients and effectively manage our appointment schedule.

If you have any questions or concerns regarding this policy, please do not hesitate to reach out to our office, and our team will be happy to assist you.