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KNOXVILLE FOOTCARE

MEDICAL APPOINTMENT CANCELLATION POLICY

Dear Patient,

We strive to provide excellent podiatric care to you, your family, and all of our patients. In order to do so effectively and efficiently, we have developed an appointment system that sets aside ample time for a patient.

"No-shows", and late cancellations inconvenience those individuals who need access to medical care in a timely manner. In an effort to reduce the number of such occurrences, we have implemented a Medical Appointment Cancellation Policy and it is effective immediately.

Our policy is as follows:

1. We request you give our office a 24-hour notice in the event you need to reschedule your appointment. Our phone number is 865.632.5700.
2. If you miss an appointment and do not contact us with at least a 24 hour prior notice, we will consider this a missed appointment and a **\$20.00** no-show fee will be assessed to you. This applies to late cancellations and "no-shows."
3. If you miss three (3) appointments or more, without providing 24 hours' notice of the cancellation of your scheduled appointment, we reserve the right to discharge you as a patient.
4. If you are late for an appointment, you may be asked to reschedule for a later date.
5. Our office makes reminder calls for appointments. ***It is ultimately the patient's responsibility to remember their scheduled appointments.***

This fee will be billed to you directly and is not covered by your insurance. This balance must be paid within seven (7) days of the date of the billing or prior to your next appointment, whichever comes first. If you don't have a scheduled appointment, the balance is expected to be paid within seven (7) days of the date of the billing. If the cancellation fee is not paid, it will be subject to collections and we reserve the right to discharge you as a patient for the failure to pay.

I have read and understand the Medical Appointment Cancellation Policy and agree to the terms of this policy.

Signature

Date

Printed Name