

Diabetes and Metabolism Specialists
4118 Pond Hill Rd., Bldg. #3, Suite 300
Shavano, TX 78231

LATE CANCEL / NO-SHOW POLICY

Please read carefully, as this policy will be strictly enforced.

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement a no-show and cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and contact us at (210) 494-3739 if you are unable to attend an appointment. 24-hour notice is mandatory and allows time to reallocate this slot to someone who is in urgent need of treatment. Notifications made for the following day, after business hours, on the weekend, holidays or after we close at 12 pm on Fridays will be charged. These types of short notice notifications do not allow time to utilize the slot.

Charges are listed below:

Office Visit	–	\$75
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Second Missed Office Visit	–	\$100
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New Patient Visit	–	\$100
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Office Procedure	–	\$100
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Late Cancellations:

Late cancellations will be considered as a no-show.

The no-show fees will not be covered by your insurance or worker's compensation. It will have to be paid by you personally before you will be able to schedule another appointment.

In the event you have three no-shows / late cancellations, all remaining appointments may be cancelled and you will be referred back to your primary care / referring physician for future medical care.

Patient Signature: _____ Date: _____

Staff Signature: _____ Date: _____