

APPOINTMENT AND CANCELLATION POLICY

Our goal is to provide quality medical care in a timely manner. In order to do so, we have implemented an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

Schedule Appointments

To schedule an appointment, please call 270-443-2471.

Late for Appointment

If you are more than 20 minutes late for your appointment, you will be rescheduled.

Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. This is how we can best serve the needs of our existing and new patients.

If it is necessary to cancel your scheduled appointment, we require that you call 24 hours prior to your appointment. Appointments are in high demand, and your early cancellation will give another person access to timely medical care.

How to Cancel Your Appointment

To cancel appointments, please call 270-443-2471. If you do not reach the receptionist, you may leave a message on our voicemail.

Late Cancellations

Late cancellations will be considered a “no show.”

No Show Policy

A “no show” is someone who misses an appointment without canceling 24 hours prior. No-shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in the patient’s chart as a “no show.” The patient will be sent a letter alerting them to the fact that they have failed to show up for an appointment and did not cancel the appointment 24 hours prior. A copy of the letter will be placed in the patient chart. If you “no show” again within a year, there will be a \$50 fee charged to your account and a letter sent informing you that it must be paid before being seen by a physician. This fee is not covered by your insurance and you will bear the complete financial responsibility for this fee. Three (3) “no shows” may result in the termination of services.