

Bronson Clinic, Inc.

Policy for Cancellations & “No-Show” for Doctor Appointments

Last-Minute Cancellation & “No-Show”

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, if you do not call to cancel an appointment leaving us enough time to reassign your appointment time, you may be preventing another patient from receiving the treatment they need. 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.

POLICY: If an appointment is not cancelled at least 24 hours in advance you will be charged a fifty-dollar (\$50.00) fee. This fee will not be covered by your insurance company.

Late for Scheduled Appointments

We understand that delays can and do happen. However, as a courtesy to all of our patients, we must try to remain on schedule.

POLICY: If a patient arrives 15 minutes past their scheduled appointment time, we will work that patient in as best we can, but may have to reschedule for later in the day or for another day.

Thank you for your understanding and cooperation! We appreciate you!