



WACO RHEUMATOLOGY, PLLC ARTHRITIS & OSTEOPOROSIS CLINIC

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Thank You for Choosing Our Practice

Thank you for trusting us with your care. We truly value your time and are committed to providing attentive, high-quality care to every patient. The policies below are designed to help appointments run smoothly and ensure timely access to care for all of our patients. We appreciate your understanding and partnership.

Appointment Cancellations

If you need to cancel or reschedule an appointment, please let us know at least **24 hours in advance**.

- Appointments canceled with less than 24 hours' notice are subject to a **\$50 cancellation fee**.
- This fee is not covered by insurance and must be paid before your next visit.

Missed Appointments (No-Shows)

A "no-show" occurs when an appointment is missed without prior notice.

- Missed appointments will result in a **\$50 no-show fee**, which is not billed to insurance.
- Repeated missed appointments may affect our ability to continue providing care and could result in dismissal from the practice.
- All no-show fees must be paid before your next visit.

Late Arrivals

We understand that delays can happen. However, to be respectful of all patients' time:

- Patients arriving more than **15 minutes after their check-in time** may need to be rescheduled.
- Frequent late arrivals may impact our ability to continue providing care.

Insurance & Financial Responsibility

- Patients are responsible for any services not covered by their insurance plan.
- It is the patient's responsibility to obtain any required referrals, including those required by HMO plans.
- If a required referral is not obtained, the patient may be responsible for the full cost of the visit.

Medical Records

- We are happy to send your medical records electronically to another physician.
- Printed copies of medical records are available for a small fee.

Forms

- Forms that require more than a physician's signature may have a processing fee.
- Form fees must be paid in advance and are not billed to insurance.

Thank you for your understanding and cooperation. We appreciate your help in allowing us to provide timely, compassionate care to all of our patients.