ELPIS
HEALTHCARE

NO-SHOW POLICY

We understand that you may need to cancel an appointment occasionally. In such circumstances, please contact us no later than 24 hours before your scheduled appointment time. You may do so by calling 469.983.5000 or 817.354.7070, emailing info@elpis-healthcare.com.

If you do not show up for your appointment or cancel or reschedule within 24 hours of your appointment time, we will consider that a no-show. **No-show appointments may be subject to a $50 fee**. No-show fees are the patient's sole responsibility and must be paid in full before your next appointment. If the no-show fee might prevent you from receiving necessary care, please contact us.

We know that unexpected situations sometimes arise. In the case of emergencies or extenuating circumstances, we may waive the no-show fee. Waivers are determined on a case-by-case basis at the practice management's sole discretion.

If our office must cancel your appointment with less than 24 hours' notice, you may choose to meet with a different provider (if available) on the same day, to reschedule, or to cancel. In these circumstances, we will not charge you a cancellation fee.

If you have questions about our cancellation policy, or you're experiencing an emergency, please call 214-704-1438 or email the practice manager at info@elpis-healthcare.com.

Patient signature: _____

Date: _____