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## CANCELLATION POLICY

**Seattle Women's & Moms' Clinic strives to provide a customized clinical experience and we find deep reward in the relationships we develop with our patients.**

To do so, we typically spend significantly more time during each patient visit than is the routine in health care today.

But, when a patient no-shows for a visit, it is similar to them missing their flight at the airport... they purchased a seat on the plane that another individual could not use, so that seat goes wasted.

And, if a patient cancels with limited notice, it does not provide ample time for another patient to be offered that time and make last minute arrangements with their schedule.

Therefore, we require at least 48 hour notice for cancellations, so that we may offer that appointment to another patient in our community.

We understand that most of our patients have a budget and strive to be fiscally responsible, as do we as a business. Thus, instead of charging patients the complete costs of what the clinic would have received for the visit from insurance, we reduce the late cancellation/no-show fee to, \$100, nearly half of what we would likely have billed. Thus, the clinic still is at a revenue loss when patients do not show up for the appointments they scheduled (which means another patient could not have utilized that appointment time), but this way, we try to make it more manageable for patients to handle the burden of a late cancellation or a no-show.

If there are significant life events that occurred resulting in the no-show or late cancellation, please notify the clinic and we will try to work with you to reduce the fee.

**My signature below indicates that I have read, understand, and agree to this Cancellation Policy.**

**Name of Patient** (or Responsible Party): \_\_\_\_\_

**Signature of Patient** (or Responsible Party): \_\_\_\_\_

**Date (month/day/year):** \_\_\_\_\_

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