

NO-SHOW AND LATE CANCELLATION POLICY

Momentum Foot & Ankle

At **Momentum Foot & Ankle**, our mission is to provide elite clinical care and aesthetic wellness to all our patients. To ensure we can maintain a consistent schedule and accommodate those in need of urgent care, we have established the following policy regarding missed appointments and late cancellations.

1. Definition of a No-Show or Late Cancellation

- **A No-Show** occurs when a patient misses a scheduled appointment without providing any prior notice to our office.
- **A Late Cancellation** is defined as any appointment cancelled or rescheduled less than **24 hours** before the original appointment time.

2. The Impact of Your Appointment

When a transition or treatment time is missed, it prevents us from offering that specialized care to another patient. Your cooperation allows us to maintain the "momentum" of our clinic and provide the best possible service to the Florence community.

3. No-Show/Late Cancellation Fees

- Patients who miss an appointment or provide less than 24 hours' notice will be charged an **\$35.00 fee**.
- **Please Note:** This fee is a private administrative charge; it is **not covered by insurance** and must be settled before any future appointments can be scheduled.

4. Policy for Repeat Occurrences

- **First Occurrence:** A courtesy reminder of our policy will be provided.
- **Second Occurrence:** The \$35.00 fee will be applied to your account, and a credit card may be required to hold future slots.

5. Exceptions & Emergencies

We recognize that true emergencies and unforeseen circumstances occur. If a sudden emergency prevents you from attending, please contact us as soon as possible. We reserve the right to waive the fee at our clinical discretion.

6. Helpful Reminders

To help you manage your health journey, we provide:

- Automated appointment reminders via text, email, or phone.
- Digital confirmation options through our patient portal.

7. How to Cancel or Reschedule

To cancel or change your appointment, please call our office at **843-954-3308** at least 24 hours in advance.

I have read and understand the Momentum Foot & Ankle No-Show and Late Cancellation Policy.

Signature: _____ **Date:** _____

