

January 1, 2019

Attention Patients and Parents,

Please be advised of the following office Policy changes **Effective February 1, 2019.**

All appointments will have a grace period of 15 minutes. If patients arrive after this grace period we will attempt to fit them into the schedule as time permits.

- **Please note** this will result in prolonged waiting times and/or the need to reschedule the appointment if we are unable to accommodate your late arrival.

Our Cancellation Policy has not changed. We do require a minimum of 48 hours from your appointment time to cancel or reschedule all appointments scheduled in advance. For appointment scheduled less than 48 hours we require a minimum of 2 hours notice prior to your appointment time.

Failure to do so will result in a fee of \$25. You will receive a Bill along with a letter stating one of the following:

- A No Show/Missed Scheduled Appointment
- Rescheduled appointment due to late arrival

We apologize for any inconvenience.

Regards,

Dr. Kolsi and Staff