

# Lucita M. Cruz, M.D., Inc.

12507 Alondra Blvd., Norwalk, CA 90650 (562) 802.2203, fax (562) 404-8555

## CANCELLATION, NO SHOW and LATE POLICY

Lucita MD is committed to providing excellent care. Unfortunately, when one patient cancels without giving enough notice, they prevent another patient from being seen.

Please call us at 562.802.2203 24 hours in advance of your scheduled appointment (or sooner) to notify us of any changes or cancellations. To cancel a Monday appointment, please call our office by 4pm on the Friday before.

Office appointments which are cancelled with less than 24 hours notification **may be subject to a \$35.00 No Show Fee.**

### Late Arrivals:

If a patient is more than **10 minutes late** for an appointment, the appointment may need to be rescheduled. This is to ensure that the patients who arrive on time do not wait longer than necessary to see the provider. You may be given the option to wait for another appointment time on the same day if one is available. We will try to accommodate late-comers in the best manner possible but cannot compromise on the quality and timely care provided to our other patients. If a patient presents to the office **15 minutes late** for an appointment, the patient will be rescheduled and may be charged a No Show Fee.

The Cancellation and No Show fees are the sole responsibility of the patient and must be paid in full before the patient's next appointment.

### No Show patients:

Patients who do not show up for their appointment without calling to cancel an appointment will be considered as No Show and may be assessed the \$35 fee. Patients who No Show three (3) or more times in a 12-month period may be dismissed from the practice and thus they will be denied any future appointments.

The patient's signature below indicates an understanding and willingness to comply with the Cancellation, No Show, and Late Policy.

\_\_\_\_\_  
Patient First and Last Name

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date