

# LAWRENCE J. FINKEL, M.D., P.C.

## MedSpa 360

360 CHURCH STREET  
WARRENTON, VA 20186  
540-347-2020  
WWW.FINKELDERM.COM

To our valued patients:

**Effective May 1, 2023**, our office is implementing a new **LATE ARRIVAL, NO SHOW** and **LATE CANCELLATION POLICY** that applies to patient appointments. All patients should be aware of the policy and how it could affect you.

### WHY DO WE HAVE A POLICY?

Our time with our patients is valuable. We have other patients that need/want an appointment. This policy guides how our office and MedSpa handles patients who arrive late, do not show up for appointments or cancel appointments late.

### WHAT DOES THE POLICY MEAN FOR YOU?

The policy states that these situations will be handled as follows:

**Late Arrivals:** For patients who arrive late (later than 10 minutes) for their appointment, the staff will check with the doctor or esthetician to make sure the patient can be worked in. New patients need to arrive 20 minutes prior to their appointment to complete registration. Our goal is to always see the patient if possible, but if the patient is too late to be seen that day, we will need to reschedule.

**No Shows:** New patients who do not show up for two initial visits within a 12 month range will not be scheduled a third time. Current established patients who do not show up for three non-initial visits within 12 months **may** be dismissed from the practice. The first 2 No Shows will be charged a \$50 No Show fee for each appointment missed. Patients will be notified after each No Show to remind them of this policy and make sure they have needed resources in place.

**Late Cancellations:** Patients who cancel their appointment with less than 24 hours notice are considered a Late Cancellation. Two Late Cancellations will be treated the same as one No Show. A combination of No Shows and Late Cancellation **may** result in dismissal. **We have a date and time stamped answering service available 24 hours a day, 7 days a week to leave a message.**

Special circumstances and barriers to care will always be considered and we will not penalize patients for issues they cannot control.

Patients will be reminded of this policy each time they schedule a new appointment.

**By scheduling an appointment with us, you are agreeing to this policy.**