

Dear Patients,

Our #1 priority is providing our patients with high quality Orthopaedic care and personalized appointment times. Each appointment is scheduled for your convenience so we can ensure the best patient experience. Although we understand changes may require cancellation, we respectfully ask that you notify us 48 hours in advance.

It's important to recognize that when rescheduling or cancelling appointments without giving enough notice, your clinical provider loses the opportunity to fill that appointment with another patient that may benefit from that specific appointment time.

For the benefit of all our patients and clinical providers, we hope you'll take that into consideration before canceling an appointment at the last minute.

As a courtesy, here is a reminder of our office cancellation policy as of September 1st 2023:

- You may cancel or reschedule your appointment without incurring a charge within **48 business hours** preceding the start time of your appointment.
- Cancelling or rescheduling an appointment less than **48 business hours'** notice is considered a "cancelled" appointment and will be subject to a **\$45 cancellation fee**.
- If you do not cancel your appointment within 48 hours or do not show up to a scheduled appointment, that will be considered a "failed" appointment and will be subject to a **\$45 missed appointment fee**.
- Appointment confirmation messages are sent 24-48 hours in advance by email and phone call to the contact information we have on file.
- To update your communication settings, please contact the office at 773-878-6233.
- To ensure the best patient experience, please arrive 5 mins prior to your scheduled appointment time.

We appreciate your cooperation and thank you for your support.