

Aung Foot Health Clinic's APPOINTMENT CANCELLATION / LATE ARRIVALS / NO SHOW POLICY

Thank you for trusting your podiatric medical care to Aung Foot Health Clinic, office of Dr. Barbara Aung, DPM. When you schedule an appointment with us, we set aside enough time to provide you with the highest quality care. If you need to cancel or reschedule an appointment, we would appreciate the courtesy of a call to our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. Failure to do so may prevent another patient from getting much needed treatment. Please refer to our Appointment Cancellation/Late Arrival and No Show Policy outlined here:

- Effective Jan 2, 2023, any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least a 24 hour notice will be considered a No Show and charged a (\$45.00) fee.
- Any established patient who fails to show or cancels/reschedules an appointment without 24 hour notice a second time will be charged a (\$60.00) fee.
- If a third No Show or cancellation/reschedule without 24 hour notice should occur the patient may be dismissed from Aung Foot Health Clinic.
- Any New Patient who fails to show or call to reschedule without 24 hour notice for their initial visit will not be rescheduled.
- Any New Patient who does not complete their medical history prior to their visit will likely need to be rescheduled until their history information is completed prior to seeing the doctor.
- The fee is charged to the patient, not the insurance company, and is the sole responsibility of the patient.
- We understand that delays can happen, however, we must try to keep the other patients and doctor(s) on time. If you are running late, please notify the office. If a patient is 15 minutes past their appointment time, we may have to re-schedule your appointment.

We understand there may be times when an unforeseen emergency occurs, including obligations for work or family that may prevent you from keeping your scheduled appointment. In the event of an actual emergency and prior notice could not be given, consideration will be given and a one-time exception may be granted.

You can reach our office 24 hours a day, 7 days a week at this number 520-886-9866

If you call after regular business hours (Monday through Friday, or over the weekend), please leave a message along with a phone number where we can reach you and we will contact you promptly. Also you can text message us at the phone number listed 24 hours a day.