



No-Show and Cancellation Policy

What Counts as a No-Show

- Does not arrive for a scheduled appointment.
- Cancels or reschedules with less than 24 hours' notice.
- Arrives so late that the appointment cannot be completed and must be rescheduled.

Cancellation and Rescheduling

Please notify us at least 24 hours before your appointment by calling 860-325-6908, messaging through the patient portal, or replying to your appointment reminder text or email (when available).

No-Show Fees

A no-show fee of \$40 may be charged for missed appointments or late cancellations. This fee is not covered by insurance and is the patient's responsibility.

- After 3 missed appointments or late cancellations within a 6-month window, a patient may be barred from booking new visits without special approval.
- A deposit to schedule future appointments may be required.

Exceptions

No-show fees may be waived for medical emergencies, hospitalization, severe illness, or significant transportation/weather issues at the discretion of the office.

Our Commitment & Your Responsibilities

We commit to providing appointment reminders, offering multiple ways to cancel or reschedule, communicating delays promptly, and respecting your time. We ask patients to attend scheduled appointments, notify us promptly if plans change, maintain updated contact information, and arrive on time.

Acknowledgment

By scheduling an appointment with Essential Rheumatology LLC, you acknowledge and agree to follow this no-show and cancellation policy.

Patient Name (Print)

Patient Signature

Date