



CANCELLATION AND NO SHOW POLICY

The *Epilepsy Institute of North Carolina* is a 501(c)(3) Non-profit Organization. We operate on donated funds and the finances generated by our patient base. Therefore, **every** appointment slot with the institute is important to our mission and service to the community.

Your appointment with the institute is vital to your healthcare and important to us, as we provide that care. Please plan ahead to ensure that you are available to keep the appointment that you have scheduled. *You will receive an appointment reminder 2 days prior to your scheduled appointment.*

If you are *unable* to keep the scheduled appointment, we respectfully request a 24 hour notice to cancel the appointment so that another patient may be placed in the cancelled time slot. Less than 24 hour notice may result in a "late cancellation" charge.

We reserve the right to choose and not reschedule an appointment if there have been three (3) MISSED or NO SHOW appointments. *(If a patient is a NO SHOW or a MISSED for the first appointment in the Behavioral Health - Psychological Assessment Program, an appointment **will not** be rescheduled. The referring office will be notified that the appointment **will not** be rescheduled.)*

Review and initial on the blank:

- 24 hour cancellation notice. _____
- Less than 24 hour notice will result in a *late cancellation* fee of \$25. _____
- **NO SHOW** for appointments will result in a fee of \$50. _____
- Three (3) **MISSED** or **NO SHOW** appointments - we may choose to not reschedule. _____
- For the Behavioral Health, *Psychological Assessment Program*, first time appointments cannot be rescheduled if NO SHOW or MISSED. _____