



Arizona Infectious Disease

APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to Arizona Infectious Disease. When you schedule an appointment with Arizona Infectious Disease, we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment.

Please see our Appointment Cancellation/No Show Policy below:

- **ALL NEW PATIENT APPOINTMENTS ARE BY REFERRAL ONLY**
- Any established patient who fails to show or cancels/reschedules an appointment and has not contacted our office with at least 24 hours' notice will be considered a No Show.
- If a third No Show or cancellation/reschedule without 24 hour notice should occur the patient may be discharged from the practice.
- **Any new patient who fails to show for their initial visit may not be rescheduled.**
- As a courtesy, an appointment reminder call is attempted 2 business days prior to your scheduled appointment. However, it is the responsibility of the patient to arrive for their appointment on the scheduled date and time. If you do not receive a reminder call or message, the above Policy will remain in effect.

New Patient Appointment Cancellation Policy

1. All new patient appointments are by referral only. Your appointment will be canceled if we don't receive the referral before your appointment.
2. Your new patient appointment will be canceled if can't provide valid and verifiable insurance (s).
3. Your new patient appointment will be canceled if can't provide a valid identification document.
4. Your new patient appointment will be canceled if refuse to sign new patient paperwork.
5. Your new patient appointment will be canceled if you are more than 15 minute late for the new patient appointment.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Practice Manager. You may contact Arizona Infectious Disease Monday thru Friday between the hours of 8:00am and 5:00pm. After hours, you may leave a voicemail message.