

Cancellation & No-Show Policy

In order to best serve our patients who may have to wait longer to be seen as a result of a time slot being occupied and then going unused, we are implementing the following Policy. Depending on the appointment type, a minimum of 1 to 2 business days notice must be given for cancellation or rescheduling requests. This will allow us to offer the opening to patients who may have urgent issues and/or are on a waitlist. The following policy will apply to office visits, cosmetic procedure appointments and surgical procedures.

ROUTINE OFFICE VISIT APPOINTMENTS

Patients who fail to show for their scheduled appointments or fail to notify us of the need to cancel/reschedule **24 hours** before the time of the scheduled appointment, may be issued a \$50 "Cancellation Fee". This fee is not covered by your insurance and it will be your responsibility to pay this fee before your next visit.

COSMETIC APPOINTMENTS

Patients who fail to show for their scheduled appointments or fail to notify us of the need to cancel/reschedule **24 hours** before the time of the scheduled appointment, may be issued a \$50 "Cancellation Fee" and forfeit a refund of any deposit. This fee is not covered by your insurance and it will be your responsibility to pay this fee before your next visit.

SURGICAL APPOINTMENTS

Patients who fail to show for their scheduled appointments or fail to notify us of the need to cancel/reschedule **2 Business Days** before the time of your scheduled appointment, may be issued a \$100 "Cancellation Fee". This fee is not covered by your insurance and it will be your responsibility to pay this fee before your next visit.

LATE TO APPOINTMENTS

Any time that you will be late for an appointment, please call to inform us. If you are running more than 15 minutes late, we will do our best to accommodate you, however, you may be asked to reschedule.

HOW TO CANCEL/RESCHEDULE YOUR APPOINTMENT

To cancel or reschedule an appointment, call Derrow Dermatology/DDBoutique at (407) 389-2020. If you have any problems getting through, you can leave a detailed message with your name, date of birth and reason for cancellation/request to reschedule. You may also email us at office@derrowdermatology.com