



REVISED 10/01/23

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OFFICE POLICY ADDENDUM:

OUR OFFICE LIMITS THE NUMBER OF PATIENTS SEEN PER DAY TO ENSURE A HIGH LEVEL OF QUALITY CARE AND AMPLE TIME FOR YOUR VISIT. BROKEN APPOINTMENTS AND LAST MINUTE CANCELLATIONS SIGNIFICANTLY IMPACT THE ABILITY TO PROVIDE SUPPORT AND CARE TO OTHER PATIENTS. THEREFORE, IN ORDER TO RESERVE A PLACE IN OUR SCHEDULE, WE REQUIRE THAT YOU AGREE TO OUR CANCELLATION POLICY:

1. YOU MUST PROVIDE AT LEAST 48 HOURS NOTICE IF YOU NEED TO CANCEL OR CHANGE YOUR APPOINTMENT. THIS MEANS THAT IF YOUR APPOINTMENT IS SCHEDULED FOR WEDNESDAY AT 2PM WE ARE INFORMED BEFORE MONDAY AT 2 PM.
2. THE FEE FOR A BROKEN APPOINTMENT OR A LAST MINUTE CANCELLATION IS THE FEE THAT YOU WOULD HAVE PAID FOR THE VISIT HAD YOU BEEN PRESENT. MISSED APPOINTMENTS CAN NOT BE BILLED TO INSURANCE COMPANIES.
3. OUR APPOINTMENT CONFIRMATION AND REMINDER EMAILS ARE A COURTESY. NOT RECEIVING EITHER OF THESE DOES NOT MAKE A LAST MINUTE CANCELLATION EXEMPT.
4. UNEXPECTED EVENTS CAN AND DO OCCUR IN ONE'S SCHEDULE. WE UNDERSTAND THAT THINGS LIKE ILLNESS, WORK EMERGENCIES, AND DELAYED FLIGHTS, ARE OUT OF YOUR CONTROL, BUT THEY ARE ALSO OUT OF OUR CONTROL. THE INDIVIDUAL CIRCUMSTANCE WILL BE TAKEN INTO CONSIDERATION. PLEASE LET US KNOW AS SOON AS POSSIBLE IF SOMETHING UNFORESEEN ARISES.
5. IF YOU ARE MORE THAN 20 MINUTES LATER FOR YOUR APPOINTMENT, YOUR APPOINTMENT MAY BE CONSIDERED CANCELLED. WE WILL TRY OUR BEST TO RESCHEDULE FOR THE SAME DAY AT A LATER TIME, IF AVAILABLE AT NO CHARGE, BUT IF NOTHING IS, YOUR APPOINTMENT WILL BE CONSIDERED A LAST MINUTE CANCELLATION.

I HAVE READ THE ABOVE ADDENDUM AND AGREE TO THE OFFICE POLICY.

(SIGNATURE)

(DATE)

