

Re: Sleep Doc Direct Policy Regarding “No-show” or “Late Cancellation” Appointments

Background: Sleep Doc Direct values your time and your trust in us. We have reserved a time specifically to discuss your sleep issues and to help resolve them. In the event that you need to reschedule your appointment please let us know at least 1 business day beforehand so that can offer this time to another individual who needs our help.

“Late Cancellation” appointments are patients who provide less than 1 business days’ notice before cancelling their appointment, or do not complete the requested steps (such as registering for the patient portal or signing the online consent forms) before their appointment.

“No-show” appointments are patients who do not answer the request to begin the video appointment or are otherwise unavailable for their visit in an appropriate safe and quiet environment. “Late Cancellation” is also considered as “No-show”

Both “Late Cancellation” and “No-show” may be subject to fees. See the Fees Policy Document for additional information.

Patients who have 2 consecutive No-show or Late Cancellation from the practice will be subject to termination by the practice.

Patients who have 3 total No-show appointments or Late Cancellation in two calendar years will be subject to termination by the practice.

Such patients who are subject to termination have the option to continue with the practice by the non-refundable pre-payment for the visit.