



No Shows/Late Cancellations Policy

At CNMRI 2.0, we are dedicated to providing high-quality medical care to all our patients. To ensure that we can serve everyone effectively, we have established the following No-Show and Late Cancellation Policy.

We understand that unforeseen circumstances can arise, requiring you to cancel or reschedule an appointment. We kindly request that you notify us at least **24 hours** in advance if you need to cancel or reschedule your appointment. This allows us to offer that time slot to another patient who may be in need of care.

You can cancel or reschedule your appointment by:

- Calling our office at 302-315-4011 during business hours.
- Logging into your patient portal at www.cnmri2.com

No-Show Policy

A "no-show" occurs when a patient misses an appointment without providing any prior notification.

- **First No-Show:** For your first no-show, we will document the missed appointment in your patient record.
- **Second No-Show:** Upon a second no-show, a fee of **\$50.00** may be charged to your account. Appointment will not be rescheduled until this is paid. This fee is not covered by insurance.
- **Third No-Show:** If you accumulate three no-shows, we reserve the right to discharge you from our practice. We will provide you with resources to help you find an alternative healthcare provider. Medical care will not be denied for emergency situations during discharge.

Late Cancellation Policy

A "late cancellation" occurs when a patient cancels or reschedules an appointment with less than **24 hours** notice.

- **First Late Cancellation:** For your first late cancellation, we will document the occurrence in your patient record.
- **Subsequent Late Cancellations:** For any subsequent late cancellations, a fee of **\$25.00** may be charged to your account. This fee is not covered by insurance.

Exceptions

We understand that emergencies and unavoidable circumstances can occur. If you believe your no-show or late cancellation was due to an emergency, please contact our office as soon as possible to discuss your situation. Exceptions to this policy will be considered on a case-by-case basis.

Your Responsibilities

By scheduling an appointment with CNMRI 2.0 you agree to adhere to this No-Show and Late Cancellation Policy. We appreciate your cooperation in helping us manage our schedule efficiently and provide timely care to all our patients.

Thank you for your understanding.

Sincerely,

The Team at CNMRI 2.0

www.cnmri2.com

302-315-4011

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