



GARY N. OAKS DPM's APPOINTMENT CANCELLATION/ LATE ARRIVALS/NO SHOW POLICY

(Further referred to as the "No-Show Policy")

Patient Acknowledgment Document

Thank you for trusting your medical care to Tanner Clinic and Gary N. Oaks DPM. When you schedule an appointment with us, we schedule time to provide you with the highest quality care. If you need to cancel or reschedule an appointment, we would appreciate the courtesy of a call to our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. Failure to do so may prevent another patient from getting much needed treatment.

No-Show Policy:

- Any established patient who fails to show or cancels/reschedules an appointment with less than a 24-hour notice will be considered a No-Show and charged a (\$25.00) fee.
- Any established patient who fails to show or cancels/reschedules an appointment with less than a 24-hour notice a second time will be charged a (\$50.00) fee.
- If a third No Show or cancellation/reschedule with no 24-hour notice should occur the patient may be dismissed from Dr Oaks' and/or Tanner Memorial Clinics with a (\$75.00) fee.
- Any new patient who fails to show for their initial visit may not be rescheduled.
- The fee is charged to the patient, not the insurance company, and is the sole responsibility of the patient and/or guarantor/guardian.
- As a courtesy, we generally make reminder calls and/or texts and emails for appointments. If you do not receive a reminder call or message because we are unable to contact you, the above No-Show Policy will remain in effect.

Reasoning:

Tanner Clinics Motto is "Courtesy, Compassion, and Respect". Please be respectful of our staff and other patients by being on time and within your agreed appointment schedule length. By doing so you significantly increase your providers' ability to timely and efficiently provide you with care.

- We understand that delays to an appointment can happen by your provider. We also understand that waiting for providers beyond the agreed time is frustrating. As Providers who respect our patients we have no desire or benefit to "run behind". In reality the most common reason for our delay is previous patients running late. We try to show respect for others by making efforts and policies to keep all our patients and doctors on the agreed time frames. Therefore, if you are running late, please notify our schedules/office. If a patient is 15 minutes past their appointment time, we may have to re-schedule your appointment.

We understand there may be times when an unforeseen emergency occurs including obligations for work or family that may prevent you from keeping your scheduled appointment. In the event of an actual emergency and prior notice could not be given, consideration will be given and a one-time exception may be granted. You can reach our office 24 hours a day, 7 days a week at this number: (801)773-4840, selecting extension 7368. If you call after regular business hours (Monday through Friday, or over the weekend), please leave a message along with a phone number where we can reach you and we will contact you promptly.



We do not tolerate destructive, threatening, or violent behavior. Disruptive behavior is inappropriate behavior that interferes with the functioning and flow of the workplace. If it is determined that a minor type of this behavior has occurred staff will attempt to address the conduct informally. If escalated or any major disruptive behavior occurs management and/or police to the extent of law may become involved.

Your Acknowledgments

By the action of making an appointment with Dr Oaks and or Tanner Clinic (or agents) regardless of whether that appointment is kept, I the patient and or Guardian dam stating that I have read, understand, and agree to Tanner Clinic's and Dr Oaks No-Show Policies and agree to its terms separately and collectively.