



Phone (580) 470-9800, Fax (580) 470-9802
www.weaverclinics.com

APPOINTMENT POLICY

At Weaver Clinics, we are committed to delivering quality, comprehensive medical care to our community. We greatly value our scheduled patients as they allow us to provide quality care in a timely manner. When you schedule an appointment, we reserve that time just for you with our staff and provider. We are committed to honoring the appointment time of our patients, so it is critical that you confirm your appointment within 24 hours of your appointment time, log into our portal and complete any required paperwork and arrive no later than 5 minutes before your scheduled time.

Our Responsibility to You:

- We promise to work with you to find the time that works best for you within our schedule parameters.
- We will text and email you in advance to remind you of your appointment and to ensure we are prepared to make your experience as smooth as possible.

Your Responsibility to Us:

- Appointments must be confirmed within 24 hours of the appointment time by responding to our text or email.
- If you need a different appointment time, please contact us as soon as possible to either confirm or reschedule based upon current availability.
- Arrive on time for your appointment. We may be unable to hold your reserved time if you are more than 15 minutes late.

What happens if you don't confirm your appointment within 24 hours of the scheduled time and/or you are late or no show for your appointment?

•All appointment cancellations are REQUIRED to be given by noon the prior business day or you will incur a fee of \$50. This fee will be payable at reception or over the phone at the time of cancellation. The \$50 fee will be required to be paid prior to you booking any subsequent appointments. If you have appointments booked but have not paid the fee you will be required to cancel the booked appointment until the fee has been paid.

•If you arrive for your appointment that has not been confirmed we will try our best to see you in a reasonable time but cannot guarantee that we will be able to.

•If you are more than 15 minutes late for your appointment or do not show up for your appointment at all, you will incur a \$50.00 no show fee. This fee will be payable at reception or over the phone.

•The \$50 no show fee will be required to be paid prior to booking any subsequent appointments. If you have an appointment booked but have not paid the fee, you will be required to cancel the booked appointment until the fee has been paid.

Please contact us as soon as possible if you are running late.

Weaver Clinics staff takes great pride in providing every patient the quality care that they deserve and we thank you for choosing us to take care of your medical needs.