

Reading Nephrology

Trudy Demko, MD
Parvaneh Abtahi, MD
Austine Mengnjo, MD
Brigid Ellis, DO
Navneet Kaur, MD
Hanning You, MD
Nichole Cincinnati, CRNP
Rondelle Longenecker, CRNP
Lauren Douglas, CRNP



1030 Reed Avenue
Suite 114
Wyomissing, PA 19610
PH: 610-376-7365
FAX: 610-376-1320

www.readingnephrology.org

CANCELLATION/LATE POLICY

We consider an appointment to be a commitment and an agreement. When an appointment is scheduled. The time is set aside for you and no one else. Unlike any other offices, we do not "double book or "triple-book" patients. Unfortunately due to an increasing number of "no show", effective immediately we are now instituting a fee for all appointments not cancelled within 24 hours of the appointment.

If you must cancel a Monday appointment, you may leave a message on the answering machine over the weekend.

In today's busy world, unplanned issues arise for all of us. However we politely request that appointments which you are unable to honor are appropriately cancelled so that we may offer them to someone else on our waiting list.

Cancelled appointments: No charge will be made for any appointment cancelled with at least 24 hours' notice.

Missed appointments: An appointment cancelled on less than 24 hours' notice, or an appointment missed without notice of cancellation will be billed at a cancellation fee of \$25.00.

THIS FEE WILL NOT BE CHARGED TO YOUR INSURANCE AND IS YOUR RESPONSIBILITY TO PAY IN FULL PRIOR TO RESCHEDULING!

Exceptions: Same day cancellations because of:

1. Serious medical or family emergencies.
2. Dangerous road conditions (snow/ice).

THESE APPOINTMENTS WILL NOT BE CHARGED AS LONG AS A PHONE CALL IS RECEIVED BEFORE TH RESCHEDULED APPOINTMENT TIME.

Additionally, arriving more than 10 minutes late for your appointment may necessitate rescheduling the appointment. Please realize that we are specialty practice (Nephrology) and have very limited office appointments. If we need to reschedule, your new appointment time may be weeks beyond your original appointment

I am aware of the cancellation/late policy and agree to the terms.

SIGNATURE

DATE