

Dear Patients,

Due to the increasing number of patients who do not show up for their scheduled appointment or cancel in less than 24 hours, we will now be asking for a \$50 booking fee at the time of scheduling an appointment for all new patients. During the first week of January, we have had 20-50% of our patients not show up on any given day. Given our overhead and staffing costs, we decided to implement the \$50 booking fee. If you show up for your scheduled appointment, this will be applied to your bill or refunded back to your credit card. If you miss your appointment or do not call before 24 hours, you will forfeit the \$50. If this occurs on more than one occasion we will not see you in our practice.

We understand that emergencies do happen, and in rare instances, we can apply the credit to another date. We are sorry to make this decision; it involves more accounting and work on our end. The other option is to overbook patients by 20-50%, which can result in unpredictable waiting times, which we all hate. We appreciate your understanding.

Sincerely,

Lana Long, M.D.

Jennifer Cafardi, M.D.

Susan Bushelman, M.D.