



Appointment and cancellation policy for Gem State Dermatology

Our goal is to provide quality medical care in a timely manner for our patients. In order to do so we have had to implement an appointment/cancellation policy. This policy enables us to better utilize available appointments for our patients in need of medical care.

In order to be respectful of the medical needs of Gem State Dermatology please be courteous and give our office a 24 hour notice if you are unable to attend your scheduled appointment. This time will be reallocated to someone who is in need of treatment.

To cancel appointments please call 208-424-9101, if it is after hours you may leave a recorded message. You may also go to our website www.gemstatederm.com and submit a message.

A "no show" is a patient who misses a scheduled appointment without canceling. A failure to present at time of scheduled appointment will be recorded in the patient's health record as a "no show". The patient will be sent a letter reminding them of the importance of cancelling the appointment within a 24 hour period.

Policy Actions:

1. One "no Show" a letter alerting patient to the fact that they have failed to show up for a scheduled appointment without cancelling.
2. Two "no shows" will result in a second letter stating one more "no show" will result in suspension of medical services from Gem State Dermatology.
3. A third "no show" will result in a \$25.00 charge and a certified letter stating a temporary suspension of medical services. In order to reinstate services the patient will be required to speak with the office manager to evaluate the situation.

Patient (Please Print Name) _____

Patient(Parent or Guardian) Signature: _____ Date: _____