



MEDICAL APPOINTMENT CANCELLATION/LATE/NO SHOW POLICY

Thank you for trusting Murphy Plastic Surgery and Medical Spa with your care. When you schedule an appointment with Murphy Plastic Surgery and Medical Spa, we set aside enough time to provide you with the highest quality care. Should you need to cancel or rescheduled an appointment please contact our office as soon as possible, and no later than 48 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective May 1, 2023 any patient who fails to show or **cancels/reschedules** an appointment and has not contacted our office with at least 48 hours' notice will be considered a No Show and charged a fee of:

\$250.00 for Dr. James Murphy's services.

\$100 for Tracy Murphy RN's services.

\$65.00 for Aesthetician services.

Effective May 1, 2023 patients who are 15 minutes late will be considered a no show and charge the above no show fee as a result.

- After the first no show we reserve the right to require patients to prepay for upcoming appointments after the cancellation fee is paid.
- The cancellation fee is charged to the patient's credit card on file from initial appointment. If the credit card on file doesn't go through this will result in the inability to make another appointment until the fee is paid.
- Any new patient who fails to confirm their appointment 24 hours prior to appointment will be cancelled the day before their appointment and will need to reschedule. You may confirm by calling 775-322-3446 or texting the confirmation to that number.
- As a courtesy, when time allows, we make reminder calls or texts for appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Office Manager, who may be able to waive the No Show fee. You may contact Murphy Plastic Surgery and Medical Spa Monday – Friday 9-5 or call after hours line at the main number 775-322-3446 to leave a message.

Credit card: VISA/Mastercard/AMEX/Discover/American Express

Card Number: _____ **Expiration Date:** _____ **CVV:** _____

I have read and understand the Medical Appointment Cancellation/Late/No Show Policy and agree to its terms. I agree to have the above credit card on file for the case of a cancellation/Late/No Show.

Signature (Parent/Legal Guardian)

Relationship to Patient