Cancellation and No-Show Policy

Appointments are intentionally scheduled to allow each patient adequate time with their provider. When an appointment is canceled with limited notice or missed entirely, that time cannot always be offered to another patient.

48 HOURS OR LESS	LESS THAN 24 HOURS	MORE THAN 3 OCCURRENCES
Documented as an occurrence	$35 fee and documented occurrence	Prepayment required before scheduling

Appointment Cancellations

Please provide at least 48 hours' notice when canceling or rescheduling an appointment.

- Cancellations made 48 hours or less before the scheduled appointment will be documented as an occurrence.
- Cancellations made less than 24 hours before the appointment and missed appointments without notice will result in a $35 cancellation fee.
- After more than three documented occurrences during a membership year, any applicable fees and outstanding balances must be paid before another appointment can be scheduled.
- Continued or repeated late cancellations or missed appointments may result in dismissal from the TrueCare DPC membership program.

TrueCare DPC understands that emergencies and unexpected circumstances happen. Exceptions may be considered at the practice's discretion.

Membership Cancellation and Renewal

TrueCare DPC memberships are annual and automatically renew each year.

- Patients who do not wish to renew must provide written notice to TrueCare DPC at least 60 days before their annual renewal date.
- If written notice is not received within this timeframe, the membership will automatically renew for another annual term.
- Patients may request cancellation before the end of the annual term; however, all membership payments are nonrefundable. No full or partial refunds will be issued for unused membership time, included services, or appointments not scheduled or attended.
- Membership cancellation does not eliminate responsibility for cancellation fees, services already provided, outstanding balances, or other charges incurred before the effective cancellation date.

TrueCare DPC may terminate a membership as outlined in the Membership Agreement, including for repeated appointment-policy violations, failure to pay applicable fees, inappropriate behavior, or a breakdown in the patient-provider relationship. When appropriate, the practice will provide written notice and information regarding continuity of care.

PATIENT ACKNOWLEDGMENT

By signing below, I acknowledge that I have received, reviewed, and understand this policy, including the annual membership renewal, written notice, nonrefundable payment, and appointment cancellation requirements.

Patient Name _____ Date _____

Patient Signature _____

Parent/Guardian Signature (if applicable) _____