



Cancellation of Appointment / No-Show Policy

At Northeast Texas Neurology Associates, we do not overbook appointments, and your appointment time is reserved only for you. It is very important that you call within 24 business hours to cancel your appointment so that we can serve others and give your appointment to someone else.

A no-show appointment is defined as:

- Cancelling an appointment with less than 24 business-hours notice
- Arriving 15 minutes after your scheduled appointment time
- Not showing up for an appointment

If you no-show your appointment, you will be charged a \$50 rescheduling fee for follow-up visits and \$200 rescheduling fee for new patient visits or procedures. The fee must be paid before you will be given another appointment at our clinic. This is to be paid with cash or credit card. Any future appointments will be cancelled until the rescheduling fee is paid.

You may be dismissed from our practice if you have 2 no-show appointments in a row or 3 no-show appointments within 2 years. This includes appointments for procedures done in our office and admissions to the Epilepsy Monitoring Unit.

We make every effort to remind you of your appointment. Email and text reminders are sent out several days before your appointment. If you do not respond to these reminders, then you will be called to confirm your appointment.

Regular appointments are critical for your overall health. Making these a priority is important.