NORTHEAST TEXAS NEUROLOGY ASSOCIATES

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APPOINTMENT NO-SHOW POLICY

At Northeast Texas Neurology Associates (NETNA), we do not overbook appointments. Your appointment time is reserved only for you. It is very important that you contact us (via phone, portal or text) within 48 business hours to cancel your appointment to that we can give your appointment to someone else.

A no-show appointment is defined as:

- Cancelling an appointment with less than 48 business hours notice
- Arriving 15 minutes after your scheduled appointment time
- Not showing up for your appointment

If you no-show your appointment, you will be charged a $50 rescheduling fee for follow-up visit and $200 rescheduling fee for new patient visits or procedures. The fee must be paid before you will be given another appointment in our clinic. 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 total. This includes appointments for procedures 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. Make your health a priority.

No-show or rescheduling fees will not be charged when prohibited by applicable law, government program requirements or the patient's health plan. This includes Texas Medicaid patients when Medicaid requirements prohibit such charges.

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