KCA NEUROLOGY

FRANKLIN | HERMITAGE | CLARKSVILLE

Missed Appointment Policy

KCA Neurology is committed to providing exceptional care. Unfortunately, when one patient misses (cancels, reschedules, no-shows) without giving enough notice, they prevent another patient from being seen.

Please call or text us at 615-550-1800 by 12:00 PM (noon) on the day prior to your scheduled appointment to notify us of any changes or cancellations. To cancel a Monday appointment, please call or text our office by 12:00 PM (noon) on Friday.

If prior notification is not given within the stated time frame, you will be charged the following rate for the missed appointment.
$75 - Office visit (new patient or return)
$150 - EMG/NCS*
$150 - EEG*
$150 - VEEG*
*A neurodiagnostic technician is scheduled to come to your appointment to specifically perform these tests, thus the higher fee
NOTE: This fee is **NOT** billable to your insurance and will **NOT** apply as a credit to your next appointment.

As a courtesy, we make reminder calls, texts, and emails for appointments up to 5 days in advance. Please note that if a reminder call or message is not received, the cancellation policy remains in effect.

Repeated missed or rescheduled appointments may lead to termination of the physician/patient relationship.

If you have any questions regarding this policy, please let our staff know and we will be happy to clarify any questions you have.

Please sign below to consent to these terms.

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Patient's Signature or Patient's Parent/Guardian Date