

ANIMERGE
21 ROUTE 206 NORTH
RARITAN, NJ 08869
908-707-9077 FAX 908-707-4146

AAHA
Accredited Referral

Medical Director
Dean Newton, DVM

Ophthalmology
Michael Brown, DVM, DACVO

Oncology
Renee Alsarraf, DVM, DACVIM(O)
Seth Glasser, DVM, DACVIM(O)

Cardiology
Ryan Keegan DVM, ACVIM

Surgery
Roxane Collins, DVM, MS, DACVS

Dermatology&Allergy
Ian B Spiegel, VMD, MHS, DACVD

Integrative Medicine
Diane Gabriel, VMD, CVAA

Internal Medicine
Michael Zaid, VMD, DACVIM

Emergency
Peggy Hauck, DVM
Ada Guzman, DVM
Andrea Freeman, VMD,MS
Brett Newton, DVM
Barbara Guy, DVM
Danielle Lee, DVM
Beth Sulner, DVM

Dermatology Cancellation and Missed Appointment Policy:

CONFIRMATIONS:

You will be called/e-mailed (at least 24-48 hours in advance) to confirm a scheduled appointment. Appointments **must be VERBALLY confirmed by the initial telephone call or you (owner) must CALL BACK to confirm** (e.g., if a message is left)

If the appointment is **NOT VERBALLY CONFIRMED** (even if an e-mail is sent- you must call)--the appointment will be cancelled (no charge to you (client) if the scheduled time slot is filled with another patient, otherwise, there will be a \$50 charge).

If the client shows-up without VERBAL CONFIRMATION, they will UNLIKELY BE SEEN. PLEASE PAY CLOSE ATTENTION TO THIS--we have a very tight schedule and it will be difficult to add-in unexpected appointments.

CANCELLATIONS:

If you have to make a same day cancellation for a doctor appointment with good reason, there will be no charge (emergencies happen)--but please try to call at least a 3 hours before, otherwise there will be a **\$50 charge for the missed/cancelled appointment.**

If a recheck or scheduled procedure is a **No Call-No Show**, the you (owner) will be REQUIRED to leave a **\$129 deposit for the following scheduled recheck (this amount will go towards the appointment fees)** and there will be a **\$50 charge on the account for the No Call-No Show (this will NOT go towards the appointment fees)** . REFILLS WILL NOT BE PROVIDED without payment of the \$129 deposit and the \$50 fee for missing the appointment. ****If it is over a year, no refills will be provided.****

WEEKENDS AND EVENING APPOINTMENTS (after 6:00 pm): There WILL BE an additional \$25 fee added for the missed appointment = \$75 (not \$50). (This will NOT go towards the appointment fee.) These are appointments that are in major demand, and when someone does not show-up, it is unfair to other clients/patients and employees who are working these shifts. Exceptions obviously apply. Prices subject to changes as prices change over the years.

EXPLANATION:

*This policy is **not** intended to upset clients. Our goal is to provide an excellent experience for our clients and patients. This is intended to enable clients/patients to be seen as soon as possible as clients/patients wait over two months sometimes to be seen. Dermatology offers evening and weekend hours and if these times are made available, clients/patients are expected to show-up for these and other scheduled appointments.*

If this is not something you can comply with/agree with, please refer to www.acvd.org to locate another dermatologist.

This is for the BENEFIT of the patient and client. It is very frustrating when patients need to be seen and we are unable to get a patient in due to the booked schedule, and then a client doesn't show-up.

I have read and agree to the policy.

Print Name

Signature

Date