



Oyster Point Family Practice

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Oyster Point Family Practice “No Show” Policy

Oyster Point Family Practice has established a policy regarding patient no shows and cancellations of appointments. We are a very busy practice and we like to accommodate all of our patients to the best of our ability. When a patient does not show up for their appointment or cancels their appointment the same day, we do not have enough time to fill that time slot. Many times we have to tell patients that we do not have any openings and then we have some because of no shows. We really need your help in solving this problem that will better enable us to meet our patients' needs.

If you are a new patient being seen for the first time and cannot keep your appointment you may call to reschedule, however, if you no show, you will not be allowed to reschedule. If you are an established patient and cannot make your appointment, please notify our office at least 24 hours in advance. We have an automated appointment reminder that allows patients 3 different times to cancel their appointments. We email, call and text appointment reminders, please make sure we have your updated information on record. Appointments that are canceled on the same day as the scheduled appointment will be treated as no shows unless an emergency has arisen.

When a patient does not keep their scheduled appointment they will be notified by mail and a \$50 charge will be added to the account starting February 1, 2021. The letter will state our office policy. Three no shows in a twelve month period may result in dismissing a patient from our practice.

To facilitate appointment cancellations or reschedules, we have an answering machine available on the billing line, 223-4091, **after hours. This machine is for cancellations only.** Please do not leave messages of a medical nature on this machine. For medical emergencies after hours, page the doctor through Riverside Hospital at 594-2000 as usual.

You may also notify us through email at docs@opfp.net or fax us at 873-2003 attention: scheduling. Please keep in mind that we still need one business day's notice if you choose to notify us through email or fax.

We appreciate your cooperation in helping us to better serve you, our patients.