

## **MELVIN H. NUTIG, MD**

150 N. ROBERTSON BLVD, SUITE 250, BEVERLY HILLS, CA 90211

P: (310) 659-2910 F: (310) 652-2568

# Cancellation Policy

## **Cancellation of an Appointment**

In order to be respectful of the medical needs of all our patients please be courteous and call our office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. This is how we can best serve the needs of all our patients.

If it is necessary to cancel your scheduled appointment we require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

## **How to Cancel Your Appointment**

To cancel appointments you may call (310) 659-2910 or send us an email at [info@bhorthogroup.com](mailto:info@bhorthogroup.com)

## **Late Cancellations**

Late cancellations will be considered as a "no show".

## **No Show Policy**

A "no show" is someone who misses an appointment without canceling it 24 hours in advance. No shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in our appointment scheduler as a "no show." The first time there is a "no show," the patient will be sent a letter alerting them to the fact that they have failed to show up for an appointment and did not cancel the appointment. If there is a second "no show," within 1 year, a fee of \$25.00 will be billed to the patient, not the insurance company and this fee is required to be paid prior to scheduling the patients next appointment. Three "no shows," in 1 year, result in the termination from our practice.