

Effective  
05/12/2025

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#### **No-Show / No-Cancellation Policy**

Thank you for choosing Foster City Medical Center for your healthcare needs. In order to provide the highest quality care to all of our patients, we have established the following **No-Show and Cancellation Policy**.

#### **No-Show Policy**

A "**No-Show**" is defined as any missed appointment without prior notification. Failing to show up for a scheduled appointment prevents us from offering care to other patients in need and disrupts clinic operations.

- If a patient **fails to appear** for their appointment without any prior notice, it will be recorded as a "No-Show."
- After **One (1) No-Show** within a 12-month period, the practice reserves the right to:
  - Charge a **\$75 no-show fee**, depending on the appointment type.
  - Require a **deposit or pre-payment** before scheduling future appointments.
  - Consider discharging the patient from the practice in cases of repeated no-shows.

#### **Cancellation and Late Cancellation Policy**

To ensure timely access for all patients, we request that any appointment cancellations be made **at least 24 business hours in advance**.

- Cancellations made **less than 24 hours** before the appointment time may be subject to a **late cancellation fee of \$75**, depending on the appointment type.
- Appointments canceled **more than 24 hours** in advance will not incur any fees.

#### **Emergencies and Exceptions**

We understand that emergencies and unforeseen circumstances arise. Patients are encouraged to contact the office as soon as possible if they are unable to attend an appointment. Fees may be waived at the discretion of the practice under extenuating circumstances.

#### **Patient Acknowledgment**

By scheduling an appointment with Foster City Medical Center, you acknowledge and agree to abide by this No-Show / No-Cancellation Policy. Any applicable fees are **not billable to insurance** and are the sole responsibility of the patient.

For questions regarding this policy, please contact our office at 650-918-5080.

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## **Foster City Medical Center, Primary, Urgent & Allergy**

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