



Missed Appointment/No Show Policy

Medical Forms Payment Policy

Missed Appointment/No Show Policy

We request that all patients arrive fifteen (15) minutes before their scheduled appointment so that our administrative team will have the opportunity to facilitate their information with our clinical team and billing department. When we schedule a patient's appointment, we reserve a time for their specific medical care. Our practice requests that patients provide our office with at least twenty-four (24) hours' notice before their scheduled appointment. When a patient misses an appointment without cancelling twenty-four (24) hours in advance, another patient who could have been seen is delayed unnecessarily and is prevented from receiving medical care.

Definition of Missed Appointment/No Show

The Nephrology Center of Maryland defines a missed appointment/no show as an appointment where a patient does not show and does not provide the practice with at least twenty-four (24) hours' notice before their scheduled appointment.

Definition of Late Arrival

The Nephrology Center of Maryland defines a late arrival as ten (10) or more minutes after a patient's scheduled appointment. In the event a patient arrives ten (10) or more minutes after their scheduled appointment, the appointment may be rescheduled to a later date/time. A patient is requested to arrive fifteen (15) minutes before their scheduled appointment; and therefore, a late arrival is as a result of a patient being twenty-five (25) or more minutes late.

Missed Appointment Charge

A missed appointment fee of thirty-five dollars (\$35.00) will be billed to patients who do not notify our office with at least twenty-four (24) hours' notice before their scheduled appointment and to patients who do not show for a scheduled appointment. Insurance companies do not cover this charge. Missed appointment fees must be paid prior to scheduling another appointment.

Medical Forms Payment Policy

The Nephrology Center of Maryland has adopted a policy to charge for completing various medical forms because of the additional administrative and clinical time needed to complete such forms. We reserve the right to charge a small fee due to the increasing demand that requires practices to extend additional financial resources.

Medical Forms Charge

There is a minimum fee of twenty-dollars (\$20.00) for the completion of various medical forms. Insurance companies do not cover this fee.

Thank you for choosing us as your preferred specialty care provider. We are committed to providing you with quality and affordable health care. We have adopted the respective policies because some of our patients have had questions regarding their financial responsibilities. Patient appointments will be rescheduled to a later date if patients are unable to pay the required payment of their account balance and/or their co-payment and/or deductible and/or any missed appointment charge(s).