



Valle Verde Medical Group
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April 1st, 2024

Cancellation, No Show Policy, Late Policy

In order to provide the best possible care for all our patients and optimize our appointment scheduling, we would like to inform you about a new policy regarding no-shows and late cancellations. **Effective immediately, for all new and established patients, a \$25 fee will be charged for any no-show or late cancelation. Also, those patients who have three (3) documented “no-shows” and/or “late cancellations”** in a 12 month period, may be subject to dismissal from the Valle Verde Medical Group.

Description:

“No- Show” means any patient who fails to arrive for a scheduled appointment. “Late Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.

How to Cancel Your Appointment:

If cancellation is necessary, we require that **you call at least 24 hours in advance of your schedule appointment.** Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time. Call us at (831)-754-1544 between our regular business hours of 8 am to 5pm Monday through Friday or 8am to 12pm on Saturdays, except on Holidays. If necessary, please leave a voicemail including your name, date of birth, and a request to cancel the appointment.

We value your cooperation and understanding in this matter. Should you have any questions or require further assistance, please do not hesitate to contact our office. Thank you for your continued trust in our healthcare services.

Eloy Romero MD. President/CEO

Signature of Acknowledgment by Patient or Guardian

Date

