



LANDMARK INTERNAL MEDICINE

7615 Clarington Cove,

Southaven, MS 38671

Phone: (662) 536-2500 Fax: (662) 536-2505

NO-SHOW / LATE-CANCELLATION POLICY

It is the policy of LANDMARK INTERNAL MEDICINE to monitor and manage appointments for No-Shows or Late-Cancellations. It is necessary for us to make appointments in order to see our patients as efficiently as possible. No-Shows and late-cancellations cause problems that go beyond a financial impact on our practice. When an appointment is made, it takes an available time slot away from another patient. No-shows and late cancellations delay the delivery of healthcare to other patients.

A "No-Show" is missing a scheduled appointment. A "Late-Cancellation" is canceling an appointment without providing 24-hour advance notice.

A charge of \$25 will be assessed for each No-Show or late cancellation if less than 24 hours notice is given for the new patient or follow-up appointment.

A charge of \$45 will be assessed for each No-Show or Late-Cancellation if there is less than 24 hours notice for procedures.

We understand that situations such as medical and personal emergencies will arise. These situations will be considered on a case-by-case basis.

Please understand that insurance companies consider this charge to be entirely the patient's responsibility. Outstanding balances for No-Show or Late-Cancellation appointments or procedures must be settled before being seen for future appointments.

To cancel or reschedule appointments, please call us at 662-536-2500. Additionally, appointments can be canceled through our Healow app.

By signing below, I confirm that I have read and understood the policy and agree to its terms.