Appointment Cancellation & No-Show Policy

Effective Date: **November 15, 2026**

Why We Have This Policy

When you schedule an appointment, that time is reserved for you. Missed appointments and late cancellations prevent other patients, including those who need urgent care, from being seen. We ask for at least 24 hours' notice so we can offer the time to someone else.

Definitions

- **Late cancellation:** canceling or rescheduling with less than 24 hours' notice (for example, calling at 4:00 PM for a 9:00 AM appointment the next day).
- **No-show:** not arriving for a scheduled appointment without notice.
- **Late arrival:** arriving more than 15 minutes after your scheduled time. We will try to see you, but we may need to reschedule; a rescheduled late arrival may be treated as a no-show at the provider's discretion.

How to Cancel

Call 425-453-6838 during office hours (Monday–Thursday 9:00 AM–4:30 PM; Friday 9:00 AM–2:00 PM), or leave a voicemail outside office hours. For Monday appointments, please give notice by 12:00 PM on the preceding Friday, because our office closes at 2:00 PM on Fridays.

Fees

Appointment type	Late cancellation / no-show fee
Standard office visit	$60.00
Extended visit or procedure (e.g., physicals, minor surgery, Pap smears)	$75.00

- These fees are not covered by insurance and are your responsibility.
- We may waive the fee once, as a courtesy, and for emergencies, illness, or circumstances beyond your control.
- This policy applies equally to all patients, including Medicare patients.

Washington Apple Health (Medicaid) Patients

Washington rules (WAC 182-502-0160) do not allow providers to bill Apple Health clients for missed, canceled, or late appointments, even with a signed agreement. Apple Health patients will not be charged these fees. Repeated missed appointments may still be addressed as described below.

Repeated Missed Appointments

- First missed appointment: fee charged or waived as a one-time courtesy; staff will remind you of this policy.
- Second: fee charged and a reminder letter sent.
- Third within 12 months: fee charged and your situation reviewed by your physician. This may result in discharge from the practice under our Patient Discharge Policy, with written notice and help transferring your care.