



No Show Policy

We at Vista Healthcare and Southwest Spine and Pain understand that a patient may occasionally have challenges keeping scheduled appointments. Unfortunately, we base our provider and support staffing on our daily schedule, and we incur high costs when patients fail to show. In an effort to reduce the impact of no shows, the following steps will be implemented:

- A fee of \$75 will be charged for each missed appointment (no shows) not canceled within 24 hours of appointment time
- A credit card will be kept on file and will be charged the \$75 no show fee in the event of a missed appointment.
 - If card is not kept on file, a statement will be sent and payment must be made within 30 days of receipt to avoid account being sent to collections.
- Multiple no-shows may require a deposit for future appointments to be scheduled or may result in dismissal from the practice.