

At South Texas Bone & Joint, we believe it’s Your Care, Our Priority® and appreciate you entrusting us with your orthopedic needs. To better serve our community, we are enforcing a **Missed Appointment Policy**, to provide the soonest available appointments to all patients. When you schedule an appointment with any of our specialists, we strive to provide each individual patient with sufficient time to discuss and address your concerns to ensure that you receive the highest quality of care. Should the need to cancel or reschedule an appointment arise, we ask that you contact our office as soon as possible but **no later than 24 hours** prior to your scheduled appointment. This will allow our office to reach out to patients who may be waiting for an appointment. Please carefully read our Missed Appointment Policy below:

* Effective November 5, 2024, a **$50 fee** will be assessed to both New and Established patients who do not cancel and/or reschedule their appointment within **at least 24 hours prior** to their scheduled appointment.
* It will be at the discretion of our practice to reschedule any NEW patients who miss their initial appointment with no notification.
* Should there be a visible trend in last minute cancellations/rescheduled appointments, a patient may be **dismissed** from that provider’s care and written notice will be provided to the patient and to the referring physician’s office.
* This fee will be the patient's responsibility and not charged to the insurance on file. This **fee will be collected prior to scheduling** any future appointments.
* As a courtesy to our patients, an automated call/text/email reminder may be sent out. If you do not receive a reminder call/text/email, the above policy remains the same.

In the event there are extenuating circumstances that inhibit you from keeping your scheduled appointment, and it is within the 24-hour period, please use the information provided below to contact our Scheduling Manager. If the designated scheduler is unavailable and it is within normal business hours, you may cancel your appointment any time before the 24-hour period with any operator who answers the call.

As always, we appreciate your business and thank you for your understanding. We look forward to continuing to provide excellent service to the South Texas community.

Thank you!

April Acuna

Scheduling Manager

P: 361-854-0811 ext 100