



Phone number: 813 333 5080 Fax number: 813 773 7717

“No Show” and “Cancellation” Policy

At Sunshine Rheumatology, our goal is to provide quality care in a timely manner. We gladly reserve appointment times for you and appreciate that you have chosen Sunshine Rheumatology for your care. We respect our patient’s valuable time and we request the same courtesy from our patients. **Please extend this courtesy should you need to cancel and/or reschedule your appointment.**

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to a seemingly "full" appointment book.

We have implemented a no show and cancellation policy which enables us to better utilize available appointments for our patients.

- Patients who fail to show for their scheduled appointment or did not notify the office within 2 business days of their scheduled appointment time, **shall be subject to a “No Show/Cancellation” fee of \$75.00 for New Patients and 25\$ for an established patient. We reserve the right to discharge you after 2 NO SHOWS.**
- These fees are not covered by insurance and are therefore the sole responsibility of the patient.

How to Cancel Your Appointment:

To cancel or reschedule appointments Call us or Text us at **813 333 5080 at least 2 business days prior to your scheduled appointment**

Appointment reminders:

As a courtesy, we will remind you of your appointment by calling and/or text/emailing you prior to your scheduled date and time. If we cannot speak to you directly, we will leave a message for you. However, in the event your mailbox is full or your line is busy, our efforts to contact you may be unsuccessful.