

**PULMONARY AND MEDICAL ASSOCIATES OF NORTHERN VIRGINIA, LTD.**

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ADMINISTRATOR

**MISSED APPOINTMENT / CANCELLATION POLICY  
EFFECTIVE JULY 1, 2010**

Dear Patients:

Here at Pulmonary & Medical Associates we truly value our relationship with our patients, and appreciate that you have chosen us for your health care needs. We are committed to each and every patient, and in order to ensure timely access to high quality healthcare, the following changes to our office policies have been made:

1. If you are unable to keep a scheduled appointment, we require **at least 24 hour** notice.
2. If you miss a routine appointment or cancel with less than 24 hour notice, you will be charged \$25.
3. If you miss an appointment for a consultation or physical examination, or cancel with less than 24 hour notice, you will be charged \$75.
4. These fees are not generally covered by your health insurance.
5. Except in a true life-threatening emergency, all fees must be paid in full prior to scheduling further appointments or receiving additional services, such as prescription refills.

We understand that a rare emergency or unforeseen circumstance can cause you to miss an appointment. If you have any concerns about your bill, please feel free to call our billing office at 1-888-216-2673.

Thank you.