To our Valued Patients;

OSMC strives to provide you with convenient and accessible appointment times. In order to better serve you, we would like to inform you of some recent changes to our appointment policies. When a patient misses their scheduled appointment without providing proper notice, this can potentially delay or prevent others from receiving care. In order to ensure all patients are seen in a timely manner, OSMC reserves the right to charge a fee of $20.00 for no-showed appointments. This fee is not covered by insurance and will need to be paid prior to rescheduling. Any scheduled appointment that is missed without providing notice would be considered a no-show. Notice should be given via phone or patient portal BEFORE your scheduled appointment. Any patient who accumulates 3 no-showed appointments in a 12-month period is subject to dismissal from our practice. The physicians at OSMC understand that extenuating circumstances can, on rare occasion, prevent you from notifying us in advance of your need to miss an appointment. Emergencies will be considered when determining if an appointment is a no-show.

Your time is very important to us. In order to keep the wait time for yourself and others to a minimum, it is important that you arrive on time for your appointments. New patients are expected to arrive early to allow time to complete the necessary forms. Any patient arriving past their scheduled appointment time may be asked to reschedule. If you know you will be late to your appointment, please call ahead. We may be able to provide you with a later appointment time if available.

Thank you for allowing us the opportunity to serve you.

ELKHART 2310 California Road • Elkhart, IN 46514 • (574) 264-0791   **NAPPANEE** 3000 N Main Street • Nappanee IN 46550 • (574) 773-2499
MIDDLEBURY 54938 SR 13 • Middlebury IN 46540 • (574) 825-8685   **GOSHEN** 1775 East Kercher Road • Goshen, IN 46526 • (574) 533-0300

The Hand Institute • Center for Sports Medicine • Knee & Hip Center • Back & Spine Center • Foot & Ankle Center • Work Injury Care Center • The Pain Management Center

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