

KATHY KRAUS, R.D., CD-N

REGISTERED DIETITIAN
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CANCELLATION AND NO-SHOW POLICY

I understand that unplanned issues can come up and you need to cancel an appointment. If that happens, I respectfully ask for scheduled appointments to be cancelled at least 24 hours in advance.

My goal is to provide quality nutritional care in a timely manner. The policy enables me to better utilize available appointments for my patients in need of nutritional care. Although I have always had a cancellation policy, circumstances have caused me to enforce a policy of charging for no-show appointments and those appointments not cancelled within 24 hours.

As of April 1, 2020, there will be a fee of \$ 50.00 assessed if I did not receive a call to cancel an appointment. Insurance companies do not pay for cancellation visits, so you would be personally responsible.

To cancel an appointment, please call between the hours of 8:00 am through 6:00 pm. If you cannot reach me directly, please leave your message on my answering machine.

I will not charge for cancellations due to inclement weather which makes it unsafe to travel.

Thank you for being a valued patient and for your understanding.

I have read the above and understand the stated conditions.

Signature of Patient

Date