

Cancellation Policy/Payment Policy

1. Cancellation/ No Show Policy

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.

2. Scheduled Appointments

We understand that delays can happen however we must try to keep the other patients and doctors on time. We ask that you arrive 10-15 minutes prior to your appointment time so that all paperwork & vitals can be completed and you are seen at your appointment time.

3. Cancellation/ No Show Policy for Procedures

Due to the block of time needed for procedures, last minute cancellations can cause problems and added expenses for the office.

If procedures are not canceled at least 3 weeks in advance you will be charged for the cost of the materials ordered for the procedure. You may reschedule your procedure within 2 weeks without being charged.

4. Self-Pay Procedures

You will be required to pay 25% of your procedure cost in order to schedule your appointment. Payment for medical services is required prior to services being rendered. A member of our team will contact you the day before during the business hours to collect the remainder of the balance. We accept the following: Visa, MasterCard, Discover, American Express, Money Orders, CareCredit & Cash.

All credit cards & CareCredit are subjected to a 3.5% processing fee.

Money Order information:

Pay to the Order Of: Nashville Spine Institute

Signing below you agree to all terms listed above:

Print Name

Patient Signature Patient/Guardian

____/____/____

Date