

Appointment Policy

At Dr. Chris Metcalf, Ltd., we operate on an appointment basis. In an attempt to respect your time and ours, we make every effort to adhere to our schedule. It is important that you arrive on time for your appointment. Late arrivals cause delays for those patients that arrive promptly. Late arrivals will be worked into our schedule if time allows. Please know that if we are unable to complete the planned treatment for you in the time originally allotted, you will need to schedule an additional appointment.

Our team has made the commitment to you, our patient, to place a courtesy call, text and/or email to confirm your appointment two days in advance of the scheduled date. If we don't speak to you in person, we ask that you return our call and simply confirm with us. If it is necessary for you to reschedule an appointment, we require a 48 hour notice for weekday appointments and a 72 hour notice for Saturday appointments, except in the case of an emergency. In the instance of a late rescheduled or a failed appointment, a \$100 charge will be assessed for weekday appointments and \$125 for Saturday appointments per hour of scheduled appointment.

As in all areas of medical care, unavoidable delays sometimes occur. Some visits are more complicated than initially anticipated, and emergencies may arise that could delay us. In cases such as this, our team will make every attempt to notify you beforehand so you may choose to come in later or reschedule.

Should you have any questions, please talk to our Patient Coordinator or our Treatment Coordinator. Managing our schedule is just another way that we can continue to offer quality care to all of our patients.