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Pulmonary Associates of Richmond is committed to providing exceptional service and care to all our patients. To ensure this service, it is expected each appointment will be honored. Therefore, we have a NO SHOW FEE POLICY for missed appointments within 24 hours.

Policy Details:

- 1. Definition of a No Show:** A “no show” is defined as a patient who misses a scheduled appointment without prior notice or fails to cancel the appointment within 24 hours.
- 2. Notification Requirement:** Patients are required to provide at least 24 hours’ notice. Notification should be made by phone.
- 3. No Show Fee:** Patients who fail to cancel or miss a scheduled appointment will be subject to the fee amounts listed:
New Patients: \$150.00
Established Patients: \$50.00
Sleep Studies: \$500.00
- 4. Payment Responsibility:** Patients are responsible for the no show fee outlined in the Financial Policy signed by the patient. Failure to pay the fee may result in the inability to schedule future appointments.
- 5. Exceptions:** Exceptions to No Show Fees may be considered in cases of emergencies or unforeseen circumstances.

