



NW DERMATOLOGY INSTITUTE

Cancellation and “No-Show” Policy

Our goal is to help patients, and the community receive quality dermatological and aesthetic care. Late cancellations and “no-shows” inconvenience those individuals who need access to treatment and services. In order to be respectful of the needs of other patients, we request that you call NW Dermatology promptly if you are unable to attend an appointment. Appointments are in high demand and your early cancellation will give another person the possibility to have access to exceptional care and services in a timely manner.

If it is necessary to cancel your scheduled dermatology appointment, we require that you call at least 24 business hours in advance. If this policy is not followed, a \$75.00 cancellation or “no-show” fee will incur.

If it is necessary to cancel your scheduled appointment with a medical aesthetician, we require that you call at least 48 business hours in advance. If this policy is not followed, a \$75.00 cancellation or “no-show” fee will incur.

If it is necessary to cancel your scheduled new patient appointment associated with hair loss, we require that you call at least 72 business hours in advance. If this policy is not followed, a \$250.00 cancellation or “no-show” fee will incur.

If it is necessary to cancel your scheduled surgical appointment, we require that you call at least 5 business days in advance. If this policy is not followed, a \$300.00 cancellation or “no-show” fee will incur.

Please note that the fee may be waived for cases of illness, emergencies, or when we are able to reschedule the appointment for the same day as the cancellation.

A late cancellation is an appointment that is cancelled within the 24, 48, 72 business hours or 5 business days prior to the scheduled appointment (as outlined above). A “no-show” is an appointment a patient does not attend due to failure of notifying our office of the cancellation or need to reschedule.

We kindly request our patients and patients’ guardian/guarantor for a credit card at the time of scheduling. Your credit card information will be obtained and kept securely and will only be used for the purposes outlined in our financial and cancellation policies.

To cancel your appointment, please call our office at 503.223.1933. If you are unable to reach a front office coordinator you may leave a detailed message with your name, date of birth, and phone number on our secure voicemail. If you would like to reschedule, we will return your call and provide you with upcoming available appointment times.

Thank you for your cooperation in helping us provide the best possible care for you and for the community.

I have read, understand and agree to the provisions of this Cancellation and “No-Show” Policy.

Name Printed

Signature

Date

2525 NW Lovejoy St. | Ste. 305 & 400
Portland | Oregon | 97210
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Fax | 503.223.1947
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