

## **Keep your appointments**

**Question:** My doctor recently sent me a bill for missing my appointment. Is this normal? Do I have to pay it?

**Answer:** The circumstance under which you missed your appointment determines the consequences that result. The basic protocol is to give at minimum, a 24-hour notice of a missed appointment. This courtesy allows your physician enough time to reschedule another patient in your time slot and reschedule you for a new appointment as soon as possible. Many physicians become frustrated by missed appointments without any notice or too short a notice to reschedule. Some do have policies regarding payment for office visits missed without notice. Whether it is legal or permissible is between you and your physician and specifically if you have a signed agreement to these conditions.

The best policy for a patient is to keep your appointments and respect your physician's time as I hope he would yours. My personal goal is to see my patients within ten minutes of their scheduled appointment. Should your doctor disrespect you by not getting to you in a reasonable time you should discuss the equitable arrangement to maintain an agreed upon schedule.

Chiropractic patients should maintain their schedule of visits because most conditions require a series of treatments to respond and heal. Interruption of the sequence of care interrupts the patterns of improvement. The best results can be obtained with mutual cooperation. If you are sincere in your desire to achieve improvement in your condition, following a carefully designed program will enhance your potential for achieving excellent results.

It is essential that you keep your appointments in the initial stages of care. Health requires time and careful attention. Your cooperation is the best way to ensure the maximum benefit from your regimen of care.

**Quote of the week:** *"Punctuality is the thief of time."* – Oscar Wilde