Effective Nov 1, 2026 we will implement this updated policy, which will affect all patients who do not keep their scheduled appointment or who cancel an appointment with less than a 24-hour notice.

CANCELLATION, LATE ARRIVAL, & NO-SHOW POLICY

It is the patient's responsibility to remember their scheduled appointment. Any reminders for appointments are done as a courtesy. You are responsible for updating your contact information so we may be able to reach you to remind you of any appointments. If you have more than one child scheduled to be seen, you are expected to arrive at the earliest appointment time slot.

Any appointments that you are unable to keep, you are responsible to let us know a minimum of 24hrs before.
You can call us (845)291-7059 and letting our staff know or shoot us a text. We understand things come up and can get you rescheduled.
If you fail to give us sufficient notice, this affects our availability to see other patients looking to also be seen.

No-Show's and Cancellations

- First Occurrence – Patient/parent will receive a reminder, to the number on file, to call or text us if they are unable to keep their appointment (THIS POLICY IS POSTED AT CHECK-IN WINDOW & ON OUR WEBSITE).
- Second Occurrence –$50.00 fee per patient scheduled and any prior no-show will accrue this fee.
- Third and Subsequent Occurrences –In addition to $50 no-show fee per missed appointment, possible dismissal from practice will occur and further appointments will not be made.

Late Arrivals

Patients arriving more than 15 minutes late for a scheduled visit or new patient visit appointment will be rescheduled for another time. Appointments will be marked as missed and follow the above no-show/cancellation policy.
If you have multiple children being seen, we may not be able to complete all visits so may need to move all appointments scheduled that day or only be able to treat who our schedule can accommodate.

In an effort to maximize the time your physician spends with you and minimize your wait time, please understand we expect you to arrive at your scheduled time. We understand things happen and ask you to give us a call if you know you will be late and we can let you know if we are able to still see you or if you will need to reschedule.

We understand that certain circumstances may cause you to cancel in less than 24 hours. If this is the case, please contact our office as soon as possible. Fees in this instance may be waived but only with management approval. Our practice firmly believes a good physician-patient relationship is based upon understanding and good communication. Questions about cancellation and no-show fees should be directed to management.

By choosing to have care provided by our physician, you are agreeing to this policy.

These fees are the sole responsibility of the patient/parent of minors and must be paid in full before the patient's next appointment. If you are not the one accompanying your child to their next appointment the person bringing the child will be expected to pay any fees in addition to usual copays/balances.
We can also accept payment over the phone.