



Concord Imaging Center Late Arrival Policy

At Concord Imaging Center, we strive to provide efficient care to all our patients. To ensure timely service for everyone, we have established the following policy for late arrivals:

- **Arrival Time:** Patients are expected to arrive on time for their scheduled appointment. If you arrive late, we will do our best to accommodate you, but your appointment may be rescheduled depending on the availability of staff and equipment.
- **15-Minute Rule:** Patients who arrive more than 15 minutes late may be asked to reschedule their appointment. This helps us maintain our schedule and respect the time of other patients.
- **Communication:** If you anticipate being late, please contact our office as soon as possible at (603) 225-0425. We will try to work with you to determine the best course of action.

We appreciate your understanding and cooperation in helping us serve all patients efficiently.

Concord Imaging Center No-Show Policy and same day cancellations

Our goal is to provide quality healthcare to all patients in a timely manner. No-shows inconvenience both our patients and providers. Please be aware of the following policy regarding missed appointments:

- **No-Show Fees:** Patients who do not attend their scheduled exam will be charged a no-show fee of \$50 per occurrence. This fee is the patient's responsibility and cannot be billed to insurance or medical spending accounts such as FSA/HSA. It must be paid in full before any future appointments can be scheduled.

We understand that certain unavoidable circumstances may cause a missed appointment. In such cases, management has the discretion to waive the no-show fee.

- **To Cancel:** Please contact our office at (603) 225-0425 to cancel your appointment.
- **Questions:** For any inquiries about the no-show policy, contact our billing department at (603) 228-1521.