

Piedmont Psychiatric Clinic

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Adult, Adolescent, Family and Administrative Psychiatry

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Explanation of our Late Cancelled Appointments and No Shows Policies

As you are aware from our office policies and procedures, this office makes a policy of making full charge for appointments that are not canceled prior to 48 hours (two business days) or for “no shows” regardless of the reason. This letter is to explain to you why we have made that decision.

Unlike the office of a dentist or general practitioner, each clinician here can only see one patient in a specific time. The result of someone making an appointment and then failing to keep it causes a considerable amount of income loss. Time is our “stock in trade”. Our expenses continue even if you don’t come. It is not as if just one of the patients seen by a dentist in an hour fails to come in. More importantly if the time is blocked and not canceled early enough or simply not used, no one else can use the time either. This is unfair to anyone else who may have a need to come in but cannot do so because the schedule is full.

Another factor involved in this policy is the nature of psychiatric disorders themselves. Some people who are undergoing difficulties with various stresses may wish, at the last moment, to avoid dealing with whatever problem they are facing. There may be a temptation to not keep an appointment merely because it will be quite uncomfortable. Also, some people who are in treatment have as the nature of their difficulties, problems with handling responsibility appropriately. The charge for the late cancellation or no show is an incentive to keep with the original contract and make decisions on what one has agreed and planned to do rather than the emotions of the moment. In other words, it is part of the therapeutic work to expect people to keep planned appointment times.

People occasionally ask us to waive such charges because “they forgot” the appointment. It may be perceived that we are unkind if we fail to do this. But, the reality is that it is more helpful to expect people to deal with consequences of their actions even if those actions are unintentional.

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Patient’s Name: (print): _____

Patient’s Signature: _____

Date: _____