



Little Traverse Primary Care

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Missed Appointment Policy

To continue to provide prompt, quality care, the following policy has been created for the patients of Little Traverse Primary Care:

1. Unless there are extenuating circumstances, a 24-hour notice of cancellation is required for all scheduled appointments. Failure to give a 24-hour notice may result in a \$118.00 fee for a standard office visit.
2. Any “no show” appointment that was scheduled as an **annual pap or physical** will result in a fee of \$172.00.
3. A patient may be asked to reschedule their appointment if they are more than 5 minutes late for an appointment. A call to verify availability is appreciated.
4. A first “no show” appointment will result in a letter and a copy of our missed appointment policy being sent to the patient.
5. A second “no show” appointment will result in a letter being sent and a \$118.00 charge being billed to the patient.
6. A third “no show” appointment will result in a \$118.00 charge and possible discharge from Little Traverse Primary Care.
7. **Addendum for Dr. Ellstein’s patients:** Patients with two consecutive missed appointments or last-minute cancellations (less than 24 hour notice) will not be able to schedule another appointment until they contact Dr. Ellstein at her main office (231) 238-0356.

Missed appointment fees CANNOT be billed to an insurance company.

*Fees are subject to change without notification