



**Dr. Mukaia Mitchom Lockett LLC
Appointment Policy**

Thank you for trusting Dr. Mukaia Mitchom Lockett LLC with your Wellness Needs. When you schedule an appointment with Dr. Mukaia Mitchom Lockett LLC, we set aside enough time to provide you with quality care. In the event that you would need to cancel or reschedule an appointment, please contact our office **as soon as possible**, and **no later than 24 hours prior to your appointment**. **This will give our office adequate time to schedule other patients who may be waiting for an appointment.**

Please see our Reschedule/Cancellation/No-Show Policy below:

- **Established patients** who fail to show or cancel/reschedule an appointment and have not contacted our office with at least **24 hour notice** will be considered a **No Show** and may be required to put a credit card on file to make another appointment and be charged a **\$35.00** fee
- Any established patient who fails to show, cancel, or reschedule an **EVENING appointment (4:00 pm or later)** without a 24 hour advance notice more than **2 times within 3 months** WILL be charged a **\$50 fee**. The evening appointments are very high in demand. **All evening appointments will be required to put a credit card on file.**
- Any **new patient** who fails to show for their initial visit will be required to **put a credit card on file to make another appointment**. Any **new patient** who fails to show for initial appointment for a second time **will not be able to reschedule**.

The fee is **charged to the patient, not the insurance company or any third party**, and is due prior to the patient's next visit.

As a courtesy, when time allows, we make reminder calls for appointments. If you do not receive a reminder call or message, **the above policy will still remain in effect.**

If a patient is **more than 10 minutes late** for their appointment, they **may be rescheduled to the next available appointment that day** or if necessary, **another day altogether**.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances, please contact our Office. You may contact Dr. Mukaia Mitchom Lockett LLC at the number below. Should it be after regular business hours Monday through Friday, or a weekend, **you may leave a voice message and/or text message.**

**Dr. Mukaia Mitchom Lockett LLC
618-606-9119**

I have read and understand the Appointment policy at Dr. Mukaia Mitchom Lockett LLC and **I do agree to it.**

Print: _____

Sign: _____

Date _____