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Missed Appointment Policy

At Naperville Family Clinic our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only Dr. Koul and the staff, but our other patients as well. Please be aware of our policy regarding missed appointments.

Appointment Cancellation

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful to your fellow patients, please call our office:(630) 961-1341 as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time. When you call, please leave a voicemail message and we will return your call as soon as possible.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A No-Show is when a patient misses an appointment without cancelling. In either case, we will charge the patient a \$40.00 missed appointment fee.

Patient Signature: _____

Patient Name: _____

Date: _____