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Dear New Patient,

This note is to inform you of the Cancellation/Appointment Abandonment Policy of the Mercy Center for Spine Care. In order for us to help you get on the right track managing your back or neck pain, it is beneficial for you to keep your scheduled appointments as this time has been reserved especially for you. Infrequent attendance may affect your satisfaction, your improvement and could lead to termination of our services.

While we understand there are many circumstances which may require canceling or missing a scheduled appointment, there are many patients on our waiting list. Calling to cancel your appointment at least 24 hours in advance allows us to make that time available to others.

Unfortunately, due to an unacceptable number of missed appointments in our first year of operation, we have had to consider ways to better serve those who are waiting for appointment times. For this reason, effective August 1, 2010, the Mercy Center for Spine Care is instituting a Cancellation/Appointment Abandonment Policy. Failure to cancel a scheduled appointment within 24 hours of the appointment or failure to show up for a scheduled appointment (appointment abandonment) will result in a \$35 fee charged to your account.

At the Mercy Center for Spine Care, we strive to provide timely, quality care to all patients. Our commitment to you is this; we will give you a reminder call for your scheduled appointment at least 48 hours in advance using the telephone or cell phone number on record at the Center. Anytime you are uncertain of your appointments, please call. We will be happy to verify them for you.

If you have any questions or concerns feel free to contact us at 515-358-0150. Thank you.

Sincerely,

The Physicians and Staff of the Mercy Center for Spine Care