

CANCELLATION/NO-SHOW POLICY

In order to be respectful of the medical needs of other patients, please call Monterey Spine & Joint (MRI) promptly if you are unable to keep your scheduled appointment. We need at least 24 hours' notice for any cancellation or rescheduling so we can give your appointment time to someone else who is in need of an MRI. There is very high demand for this service.

If you provide us with less than 24 hours' notice of either cancellation or rescheduling, you will be charged a cancellation/rescheduling fee of \$150.00, which will be administered to your account. You will receive a courtesy reminder text message (if you have provided us with your cell phone number) forty-eight hours in advance of your appointment. It will remind you of your appointment and this policy.

We ask that you only book appointments within forty-eight hours if you can **absolutely** make that time. If you fail to show to that appointment or cancel it, you will still be subject to the \$150 cancellation fee.

Cancellations and rescheduling of your appointment must be made over the phone with the MRI department (**831-264-6100**). Cancellations and rescheduling may not be made via text message.

SIGNATURE Acknowledging MSJ's Cancellation Policy

PRINTED NAME

DATE: MMM DD YYYY