

**Orthopaedic Knee, Shoulder and Sports Surgery**  
**San Antonio Hand to Shoulder Orthopaedic Center**  
**Michael M. Heckman, M.D., P.A.**  
**Mark A. Katz, M.D.**

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**“No-Show” Policy**

**NOTICE TO PATIENTS:**

**ORTHOPAEDIC KNEE SHOULDER & SPORTS SURGERY/SAN ANTONIO HAND TO SHOULDER ORTHOPAEDIC CENTER HAS A NEW POLICY FOR PATIENTS WHO MISS THEIR SCHEDULED APPOINTMENTS. OUR NEW POLICY CONSISTS OF THE FOLLOWING:**

- 1. THE PATIENT IS RESPONSIBLE FOR NOTIFYING THE OFFICE 24 HOURS IN ADVANCE TO CANCEL THEIR APPOINTMENT.**
- 2. IF YOU FAIL TO NOTIFY THE OFFICE AND “NO SHOW” FOR YOUR APPOINTMENT YOUR ACCOUNT WILL BE CHARGED A \$20.00 “NO SHOW” FEE.**
- 3. FUTURE APPOINTMENTS WILL “NOT” BE SCHEDULED UNTIL PAYMENT HAS BEEN RECEIVED.**

**EFFECTIVE MAY 19, 2008**

\_\_\_\_\_  
Patient or Guardian Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date