



WEST MICHIGAN
DERMATOLOGY

Jack A. Dekkinga, MD, PC

Jack A. Dekkinga, MD Gina C. Ang, MD J. Gabriel Vasquez, MD Douglas A. Winstanley, DO
Ronald W. Reusch, PA-C Molly R. Duiven, PA-C Amber E. Kintigh, PA-C Kurt J. VanDerVeen, PA-C Sarah L. Mcintyre, PA-C

CANCELLATION AND MISSED APPOINTMENT POLICY

The goal at West Michigan Dermatology is to provide quality dermatological care in a timely manner. We have implemented an appointment/cancellation policy which enables us to best utilize available appointments for our patients in need of dermatological care.

Cancellation of Appointments:

West Michigan Dermatology asks for your courtesy in calling promptly if you are unable to attend an appointment. We request at least a 24-hour notice or you may be subject to a cancellation fee of \$50. This provides us with adequate time to offer the appointment to a patient on our waiting list or provide an appointment to a patient in need of urgent care.

Surgical Appointments:

If you need to cancel a scheduled surgical appointment, please provide at least 48-hour notice. Because of the amount of time allotted and the volume of patients requiring surgery, surgical appointments cancelled less than 48 hours prior may be subject to a cancellation fee of \$50. This fee will not be billable to insurance.

No Show Policy:

A “no-show” appointment is someone who misses an appointment without contacting the office 24 hours in advance of the scheduled appointment time. “No-show” appointments inconvenience those individuals who need access to dermatology care in a timely manner.

- First missed appointment: A \$25.00 fee will be billed to your account
- Second missed appointment in a calendar year: A \$50.00 fee will be billed to your account
- Third missed appointment in a calendar year: A \$50.00 fee will be billed to your account and you may be discharged from our practice
- Any surgical appointment: A \$50.00 fee will be billed to your account

We provide reminder calls before your appointment as a courtesy. You are responsible for remembering scheduled appointments. Stating that you did not receive a reminder call or that the call was made after the 24-hour deadline, does not make your missed or cancelled appointment an exception. We appreciate your consideration of our time and will express the same consideration for yours.

THIS FEE IS NOT BILLABLE TO YOUR INSURANCE

***How to Cancel your Appointment ***

To cancel appointments call West Michigan Dermatology:

Grandville Office: 616-257-3344

Holland Office: 616-395-9379