

## NOTIFICATION

According to Law 194 “Bill of Rights and Patient Responsibility” of August 25, 2000, and Article 7614, we see our patients on a scheduled time. In order to provide the best service and fulfill our part with the regulation, we have established the following procedures:

- The regulation provides for the scheduled patient to have the right to be seen in no more than one (1) from the time the appointment was scheduled, except for just cause. If on any occasion we are unable to see you at the scheduled time, you will be advised and your appointment will be rescheduled.
- We ask you to be punctual to expedite the clinic’s process. If you arrive late, we would have to reschedule your appointment time, depending on what is available and taking into consideration the patients who already have an appointment.
- Should Dr. José Raúl Montes have an emergency, we will inform the patients so they may decide whether to wait or request that the appointment be rescheduled.
- Appointments are confirmed by phone, email or text message. We request that should we leave you a message, that you return the call and advise us if you need to cancel or reschedule your appointment at least 24 hours in advance.
- Appointments that have been confirmed and not canceled beforehand will subject to a \$25.00 charge. There will be a \$50.00 charge for *no shows*.
- Rescheduling appointments will depend on space availability and the procedure to be performed. Some procedures which are lengthy and complicated require that the appointment be scheduled at specific times.

I certify that I have read and understood this document.

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Patient’s Signature

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Date