



## Message to all HCCLSM Patients

# **NEW PROCEDURES FOR PATIENT REMINDER CALLS**

In the effort to streamline and modernize our practice procedures to provide the finest care for our patients, our office has begun implementing a new automated reminder call system. The call will come from an NY area code that will appear similar to (516) 441-5760. The purpose of these calls is to remind patients of their appointments 2 days in advance. Should a patient have multiple appointments, a separate reminder call will be sent for each appointment. Patients will have the option to **CONFIRM**, **RESCHEDULE**, or **CANCEL** the appointment from the automated call using the prompts. Should you need to reschedule or cancel the appointment, our office will be notified automatically, and an employee will contact you to make the appointment change.

In addition to the automated calls, TEXT/EMAIL reminders will also be sent to a cell phone and/or email of your preference. Patients will only have the option to **CONFIRM** their appointments from the text/email message.

Please confirm your current contact information with our front-desk or check-out receptionists. We appreciate your understanding and cooperation as we transition to using this new automated feature!

### **PLEASE NOTE:**

- A non-refundable fee of \$50.00 will continue to be charged for all missed appointments as well as failure to cancel appointments at least 24 hours prior to the appointment time. A Friday cancellation is required for Monday office appointments.
- A non-refundable fee of \$250.00 will continue to be charged for all missed sleep study appointments as well as failure to cancel sleep studies by 12 Noon the day before the scheduled study. For sleep studies on Saturday, Sunday, or Monday, a cancellation by 12 Noon on the preceding Friday is required.