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Broken Appointment Policy

Our practice is dedicated to quality care and exceptional service. Our medical providers and entire team spend extensive amounts of time preparing for your visit. Broken or missed appointments create multiple scheduling problems for our entire team as well as other scheduled patients. When you have a scheduled appointment with our office, a specific time slot is reserved specifically for you and your medical needs that involves the entire staff. To be respectful of the needs of all our BSISA patients, we have created the following Broken Appointment Policy. We appreciate your understanding.

We request that you give our team a notice of at least **48 hours** in the event that you need to reschedule your appointment. This will allow us time to make every effort possible to accommodate other patients. If you miss an appointment without contacting our office within the required time frame, this is considered a broken appointment. A fee of **\$30.00** will be charged to you for that broken appointment. This fee cannot be billed to your insurance company and you will be held directly responsible for that fee/payment. Payment will be due prior to any additional services rendered including rescheduling the appointment.

If you have any questions regarding this policy, please speak with one of our front office staff members and we will be glad to clarify any questions you may have.

We thank you for your patronage!

I have read and understand the Broken Appointment Policy of Brain and Spine Institute of San Antonio and I agree to be bounded by its terms. I also understand and agree that such terms may be amended from time-to-time by the practice.

I, _____ (print name), have received a copy of Brain and Spine Institute of San Antonio's Broken Appointment Policy

Signature of Patient

Date