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## Attendance Policy

### What we need for you to know...

This is more than a business. It's a passion. We love what we do and strategically plan each visit so that patients are served well and wait-time is minimized. It is very important to read and follow the below policy to ensure a great experience at EDC.

### When to arrive

Please arrive 15 minutes before your scheduled appointment time. We expect that our patients will need this time to self check-in, upload any devices and have all vitals signs | a1c | glucose level checked.

### Younger Children

Feel free to allow your kids in our play area. We have a lego table and lots of toys!

### Reminders

We understand that life can get crazy. You'll be receiving the following appointment reminders to help you prepare: Email (7 days before), Phone call (2 days before), Text Message (1 day before).

### Late arrivals

Anyone arriving more than 15 minutes late to their scheduled appoint will not be seen and will be charged a No-Show fee.

### No Show Fee

\$50 - Single appointment (Provider or Educator ONLY) \$50 |

\$75 - Combo appointment – (Provider and Educator in same day)

### Cancellation

You may need to cancel your appointment. *To avoid a no-show fee* please cancel all appointments 24 hours before your scheduled appointment time.

### Please Understand...

Our goal is to provide each patient with enough time to effectively address the needs for that day. Sometimes visits can be completed before the allotted time and other days visits will run a bit long. Rest assured that each patient will be treated the same.