

## **CANCELLATION**

We request that you provide us notice 24 hours in advance of cancellations or rescheduling of appointments. In the event that you do not offer advanced notice of a cancellation, you will be charged a \$50 cancellation fee. This will not be covered by your insurance. This allows us to be more available to you, our patients, so that we may continue to provide excellent quality of care.

## **NO-SHOW**

Colorado Mountain Medical requires at least a 24-hour notice for cancellation of medical appointments. This notification then allows for another patient to be scheduled with the provider. If adequate notification is not given and an appointment is not kept, a “no-show” fee may be charged to your account. This fee is not covered by insurance. Thank you for your understanding.

## **INSURANCE/HSA CARDS**

Due to continual changes in insurance coverage, Colorado Mountain Medical now requires patients bring a current insurance or HSA card to each visit. Doing this will enable accurate cross-checking of personal coverage and demographic information.

## **E-MAIL**

Recent federal legislation has been issued that prohibits non-secure digital communication (e.g.: e-mail) between healthcare providers and their patients. At present, Colorado Mountain Medical, P.C. does not offer the option for providers to communicate via e-mail regarding any individual patient’s healthcare.

Our secure Patient Portal can be accessed via our website at [CMMHealth.org](https://www.CMMHealth.org).