



Our Policies

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 physician. 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 (see link in the menu to the left) will be in place soon, but until such time as patient confidentiality can be guaranteed, please contact our offices via telephone with any requests for individual patient information.