

Downtown Dermatology



291 Broadway, Suite 1803
New York, NY 10007

Ph. (212) 233-2995
Fax. (646) 810-4939

Cancellation Policy/No Show Policy for Doctor Appointments

Our goal is to provide quality medical care in a timely manner. In order to do so we have had to implement an appointment/cancellation policy.

The policy enables us to do better utilize available appointments for our patients in need of medical care.

1. Cancellation/No Show Policy for Doctor Appointment

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed treatment.

A "no show" is someone who misses an appointment without canceling it with a 24-hour/s working day advance notice/without a 24-business hour/s notice from Monday to Friday.

No-shows inconvenience those individuals who need access to medical care in a timely manner.

2. How to Cancel Your Appointment?

If it is necessary to cancel your scheduled appointment, we require that you call one working day in advance / 24-business hour/s from Monday to Friday.

Please note that this constitutes Monday-Friday only.

Appointments are high in demand, and your early cancellation will give another person the possibility to have access to timely medical care.

To cancel an appointment, please call our office from 10:00 am through 5:00 pm at (212-233-2995) from Monday to Friday.

If you call after hours, you will be directed to our secure patient portal, KLARA.

Please leave a message and we will respond as soon as possible.

3. Scheduled Appointments

We understand that delays can happen, however, we must try to keep the other patients and doctors on time. If you are running late, please notify the office. If a patient is 15 minutes past their scheduled time, there may be a wait associated. If we are unable to accommodate a late appointment, we may have to reschedule your appointment.

The following are charges for services in the office:

Same Day Appointment Cancellation: \$50.00

No Show Fee: \$50

Procedure Appointment (30mins or more): \$150.00

Thank you for understanding.