

Lehigh Valley Institute for Sports & Musculoskeletal Medicine

OFFICE POLICIES

Office Hours, Appointments

Office visits are by appointment only. Every effort will be made to give you an appointment at the earliest convenience. If you have an urgent problem, we will attempt to see you as soon as possible during normal business hours.

Cancellations and Missed Appointments

If you cannot make your appointment, please give us the courtesy of at least 24 hours notice so that another patient may have the opportunity to see the doctor. Arriving for your appointment a few minutes early will help ensure that you and other patients are seen in a timely manner.

If you are more than 15 minutes late for your scheduled appointment, your appointment may be rescheduled. Of course, exceptions are made for emergencies.

Dr. Frommer is committed to spending enough time with you to listen to your history and perform a thorough physical exam. We schedule NEW patients for 30-45 minute visits and follow-up visits for 15-30 minutes. This limits the number of patients we can see per day. Because of our commitment to quality care for you and our other patients, and the increasing trend of the general public to skip appointments without giving us notice, it has become necessary for us to charge for MISSED VISITS (NO SHOWS)

MISSED VISITS / NO-SHOWS

MISSED VISITS (NO SHOWS) is defined as failing to give us 24 hours notice of your inability to make a scheduled appointment.

NEW patients missing their 1st visit will be charged \$200

ESTABLISHED patients missing an OFFICE visit will be charged \$50

NEW patients who miss TWO consecutive initial visits, or ESTABLISHED patients who miss THREE scheduled appointments, without the favor of notifying our office at least 24 hours in advance EACH TIME, will be DISMISSED from the practice.