



APPOINTMENT CANCELLATION POLICY

Our goal is to provide quality care in a timely manner. In order to do so we have had to implement an appointment / cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care. In addition because we are a surgical practice, there are often unforeseeable emergencies where patients require immediate attention. This means that Pioneer Valley Surgical Associates may have to re-schedule your appointment at the last minute or your surgeon may be delayed and unable to see you at your scheduled time. We realize that this inconveniences our patients and we apologize for this; however, we will do our best to see you as soon as possible.

We do appreciate your patience and understanding during these times. Thank you.

HOUSE CALLS

Pioneer Valley Surgical Associate's (PVSA) utilizes House Calls a calling service that reminds you of your appointment 24 hours before the scheduled time.

CANCELLATION OF AN APPOINTMENT

In order to be respectful of the medical needs of our patients please be courteous and call PVSA by 10:00 AM the day before your scheduled time. If your appointment is on a Monday please call the Friday before.

Call: 413-736-3163

A Fee of \$20.00 (twenty) dollars will be billed to you if you fail to cancel your scheduled appointment according to our policy.