



IMP strives to meet the needs of every patient. When a patient fails to show up for their scheduled appointment or cancels/reschedules at the last minute, they have taken away time another patient may have needed.

For this reason, IMP requires advance notice of at least 24 business hours when canceling or rescheduling an appointment.

A \$60 Broken Appointment Fee will be charged when this process is not observed. This fee is not covered by health insurance.

IMP reserves the right to terminate the patient-provider relationship if three or more broken appointments occur.

*** Please note ***

Our after-hours Nurse Triage service is available for handling medical issues - not appointment cancellations.