



Brian N. Heinen, MD

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Jade N. Heinen, MD

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Dear _____,

We would like to thank you for being a patient in our office. We value all of our patients and strive to provide the best medical care possible in the most comfortable setting.

We have noticed that you missed two or more recent appointments. Please understand that when we schedule your appointment, we are reserving time for your particular needs. We kindly ask that if you must cancel an appointment, please give us at least 24 hours notice. This courtesy makes it possible to give your reserved time to another patient in need.

We have many different ways that your appointments may be confirmed in the future, including email. Please let us know your preference.

Repeated cancellations or missed appointments will result in loss of future appointment privileges. Please see our No Show Policy on the following page.

Thank you very much for your understanding. Please call us at 337-457-8166 should you have any questions.

Sincerely,

Jessica LeBleu
Office Manager



No Show Policy

Our goal is to provide quality, individualized medical care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. In order to be respectful of the medical needs of other patients, please be courteous and call Heinen Medical promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we advise that you call at least 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. This policy enables us to better utilize available appointments for our patients in need of medical care. A "no-show" is someone who misses an appointment without cancelling it in an adequate manner. A failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show".

- **After the 1st no show, our office staff will contact you by phone.**
- **After the 2nd no show, a letter will be mailed to you.**
- **After the 3rd no show, you may be dismissed from the clinic.**

Our practice firmly believes that good physician/patient relationship is based upon understanding and good communication. Questions about cancellation and no show policy should be directed Jessica LeBleu, Office Manager at 337-457-8166 Ext1104