

The University of Kansas Medical Center

Program In Integrative Medicine
Complementary and Alternative Therapies

June 2, 2009

Dear Patient,

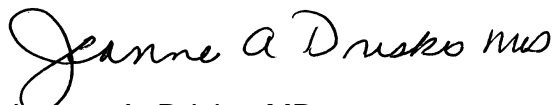
Our wait list for patients to see our physicians can be very lengthy. Patients who fail to cancel consult appointments in a timely manner, or fail to show at all, cause a hardship for everyone. As a result, the Program in Integrative Medicine is establishing a new policy for "no shows".

Effective July 1, 2009 patients who fail to show for an office visit, or fail to cancel more than 24 hours prior to the scheduled appointment, will be designated as "no shows". The policy calls for one no-charge warning without a fee. Any additional "no show" occurrences will result in a \$30.00 fee per occurrence. Patients may pay the \$30.00 prior to or at the time of the next scheduled visit.

This policy affects only consult appointments. Infusion patients will not incur any fees for missed or rescheduled appointments.

This action will allow us to continue to provide the exceptional patient care you have come to expect from our clinic. If you have questions about the new policy, please contact Becky Sheppard, Patient Service Coordinator, at 913-588-6208.

Sincerely,



Jeanne A. Drisko, MD
Director, Program in Integrative Medicine