

# Late Arrival/No-Show Policy

## Late Arrival Policy

Patients are asked to arrive to their appointments before their scheduled appointment time. New patients are to arrive 30 minutes before their scheduled appointment time. Established patients are to arrive 15 minutes before their scheduled appointment time. This allows enough time for the registration process to be completed before the actual appointment time.

A grace period of 15 minutes will be permitted for unforeseen delays a patient may encounter while travelling to the clinic location for their appointment.

If a patient arrives more than 15 minutes late for their appointment,

- We will check to see if there are any openings later in the schedule to possibly fit you in or schedule you later in the day.
- If we can not accommodate fitting you in, you will need to reschedule.

This process will ensure patients that do arrive on time are seen in a timely manner.

## No-Show/Cancellation Policy

A “No Show” is a patient who fails to appear for a scheduled appointment without providing a 24-hour cancellation notice. Further, a rescheduled appointment that is less than the 24-hour cancellation notice is still considered a cancellation and is treated as such.

To assist the patient in keeping appointments, an automated reminder call is initiated 48-hours before the patient's scheduled appointment. During the reminder call the patient is offered the opportunity to either confirm or reschedule the appointment. All reminder calls are documented in the patient's electronic health record (EPIC). Following the reminder call (or appointment confirmation), the patient is responsible for cancelling or rescheduling the appointment no less than 24-hours before the scheduled appointment.

If the patient's phone is “out of service”, voicemail is full, or not receiving calls, the patient is still responsible for keeping the scheduled appointment.

\*\* Patients with more than three (3) no-shows/cancelled appointments may be directed to find care elsewhere.