

## No-Show Policy Acknowledgement

Your healthcare providers want to make sure that you and other area residents have access to high quality medical and dental care when you need it. To ensure maximum access to care for all of our patients, please be aware of and follow the following Appointment/No-Show Policy.

### *Keeping Scheduled Appointments & Arriving Early*

We will do our best to remind you of your upcoming medical or dental appointment by phone, mail, or email. But it is *your responsibility to remember your appointment date and time.*

You should arrive 15-30 minutes *before* your scheduled appointment time. If you cannot make it or think you will be late to your scheduled appointment, please let us know *as soon as possible*. If you are having a hard time finding transportation, please let us know. We might be able to connect you to resources that can help.

### *What is considered a “No-Show”?*

- If you arrive more than 15 minutes after your scheduled appointment time, or
- If you do not call to cancel or reschedule your appointment *before 3pm the day before your appointment.*

### *What happens when I “No-Show” my appointment?*

When you don't come to your appointment, you take an appointment time away from someone else who could have used it. **Because there are so many people in our community who do not have access to quality medical and dental services, “No-Shows” are taken very seriously.**

### New Patients:

If you No-Show your first medical appointment, you may be given one more chance to schedule an appointment. If you No-Show that appointment, you will not be allowed to schedule another appointment for one year.

### Established Patients:

If you No-Show 2 or more appointments in a 12-month period, you may lose your privilege to schedule appointments in the future. Depending on the situation, your medical or dental provider may allow you to still make appointments. These appointments might be “Same Day” appointments. If you show that you can keep appointments regularly, you may be allowed to make regular appointments again.

Patients under age 18 may be granted an exception to the No-Show Policy at the discretion of a medical or dental provider.