

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 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 are required to arrive 20-30 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 more than 5 minutes late, we might require you to be re-scheduled. 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”?

- A no-show is someone who does not arrive for their appointment on the day of the 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 will be allowed once chance to re-schedule it for another time. If you do not come to your second New Patient appointment, you will not be able to make a new patient appointment for one (1) year.

If you No-Show your first dental appointment, you will not be allowed to schedule future appointments. You may be placed on the “Same Day” appointment list at the discretion of appropriate dental staff.

Established Patients:

If you no show your appointments, your medical and dental provider may allow you to still make appointments. These appointments will be “Same Day” appointments. This means you will not be allowed to schedule appointments ahead of time but must call in the same day you want to be seen. You will be added to the schedule if there are Same Day appointments available for that day. 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.

I understand and agree to abide by this No-Show Policy.

Patient or Patient's Parent/Guardian Signature

Date