



## *Appointment No-Show Policy*

*We respectfully request your understanding and compliance with this policy.*

The staff of Family Medical strives to provide our patients with the highest quality care possible and realize it would be a disservice to you if we did not emphasize the importance of *your* commitment to *your* healthcare.

**A “no-show” appointment is defined as any scheduled appointment for which the patient:**

- Does not show to the appointment and does not call to cancel or reschedule.
- Cancels less than one hour before the appointment time with an insufficient reason.
  - Arrives late and is consequently unable to be seen.

“No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient misses a scheduled appointment it potentially jeopardizes the health of the patient and is unfair (and frustrating) to other patients who would have happily taken the appointment time.

While we ask that our patients avoid cancelling or rescheduling an appointment with less than 24 hours notice, we do realize that things come up and last-minute emergencies may arise. In this situation, please contact our office as soon as possible to cancel or reschedule the appointment, and communicate the nature of your appointment challenge with the staff.

**New Patients:** Our *No-Show Policy* pertains especially to patients that are new to Family Medical as these individuals do not yet have an established relationship with us. **A new patient that “no-shows” any of their initial appointments may be subject to immediate discharge from the practice.**

**Pediatric Patients:** Medical providers and nursing staff are mandated by law to report any concerns regarding pediatric patients including medical non-compliance (missing multiple medical appointments) to the Department of Children and Families.

**After continued infringements of the Family Medical *No-Show Policy*, we reserve the right to discharge the individual as we may no longer feel comfortable managing the care of a patient who chooses to continually jeopardize his or her own healthcare, or that of their children.**