

New Information about Scheduling Appointments—Effective May 1, 2017

Handout available at the front desk

Minimizing Wait Time: We are working to reduce the time you spend waiting in our clinics. We ask that you arrive 15 minutes before your appointment time. Each patient that needs services from the provider must have an individual appointment. You can be added to a family member's appointment only when there is an opening in the schedule.

Cancellations and No-Shows: Call central scheduling to cancel an appointment. Appointments not cancelled at least 24 hours in advance are considered a No Show and will be subject to the following steps:

1st No Show - You will receive a copy of this information sheet and be reminded of the No Show policy.

2nd No Show - You will only be allowed to schedule an appointment slot that is at the end of the morning or at the end of the day. If you have no further No Shows in the next 12 months, regular appointment scheduling can resume.

3rd No Show - You will no longer be allowed to schedule an appointment but may arrive and wait for an opening in the schedule. Openings are not guaranteed every day or with your preferred provider.

Late Arrivals: If you arrive more than 15 minutes late for your appointment, you may wait if there is an opening in the schedule or you may opt to be rescheduled for another day. On-time patients have priority over late arrivals.

New Patients: If you arrive late or no show for your New Patient appointment, you will only be allowed to reschedule with permission from the provider or clinic supervisor.