



# MISSED APPOINTMENTS AND LATE CANCELLATIONS

For each of your appointments a staff of persons is assembled to perform the various services needed to provide you quality medical care. We are sure you expect and appreciate our efforts. When a patient misses an appointment, our staff not only sits idle for that block of time, but we have wasted that block of time we set aside to provide needed care to other patients who want it. Again, we are sure you would not like having to pick an appointment time that was not really convenient for you, only to find out the other patient didn't even show up for the block of time.

Additionally, we understand that occasionally circumstances require a scheduled appointment to be rescheduled. If rescheduling is done with more than 24 hours' notice there is a good opportunity we can schedule another patient waiting for care in that block of time. With this in mind, we need to ask for your cooperation in keeping the appointments you make or cancelling at least 24 hours before your appointment time.

## MD Health Clinics, Inc. Appointment Policy

*This Applies To All Provider Appointments*

### Missed Appointment or Late Cancellations:

**When the patient complies with these terms their appointment scheduling shall return to normal based on the patients' current treatment plan.**

**1st Missed Appointment** - When a patient misses their chosen appointment, the patient shall read again this policy acknowledging that they understand that scheduling appointments are the patients financial responsibility:

Missed Appointment Date \_\_\_\_\_ Initials \_\_\_\_\_

**2nd Missed Appointment** - After the 1st missed appointment, above, another appointment may be scheduled, and if it is missed, we shall again reschedule the patient per their wishes and a \$25 penalty will need to be paid to secure that rescheduled appointment. Additionally, patient shall be double booked to discourage further missed appointments.

**3rd Missed Appointment** - After the 2nd missed appointment, above, another appointment may be scheduled but another \$25 penalty and patient will be double booked. Please keep in mind that by this time the patient would have scheduled missed 2 or more consecutive appointments. After this 3rd missed appointment a Violation shall be given and prescription interval dropped to every 2 weeks instead of every month.

***If the patient continues to miss scheduled appointments it is at the discretion of the MD Health Clinics Medical Director to terminate all patient services.***

### **\*\*\* Remember\*\*\***

**We rather see you in the office than have to ask you to secure late cancellations or no show appointments.**

Patient Name: \_\_\_\_\_ Date: \_\_\_\_\_

Patient Signature: \_\_\_\_\_