



# Missed Appointment Policy

Effective August 1, 2015

**Kindly give 2 hours advance notice if you are unable to keep your appointment time.**

It is the policy of Pembroke Family Medicine to require 2 hours advance notice for all appointment cancellations to allow the providers maximum availability for their patients. To ensure availability is managed appropriately, it is necessary for the Practice to have the following policy for missed appointments.

Appointments are considered missed when:

- No notice is given
- Less than 2 hours advance notice is given
- When patients arrive 15 minutes or more beyond the scheduled appointment time.

## **NOTICE**

Notice will be sent to all patients via mail for all missed appointments.

## **FEE**

A \$35.00 rescheduling fee will be assessed for each missed appointment without appropriate notice.

## **NO SHOW REVIEW**

After 3 missed appointments the patient may be discharged from the practice due to excessive missed appointments.

## **PAPERWORK**

The Practice will not complete any paperwork until all rescheduling fees are paid in full.

## **NEW PATIENTS**

All new patients must call the Practice 2 business days prior to their scheduled appointment to confirm the appointment. The Practice will not send reminders for this appointment. Any new patient appointment that is not confirmed 2 business days prior will be cancelled. Any new patient that misses their first appointment will not be rescheduled.