



Manhattan Medical Group Primary Care

Late Arrival, Late Cancellation/Reschedule and No-show policy

PURPOSE: We want to provide the most efficient and safest care possible to all of our patients, which means that we need your assistance with making sure you are seen at your scheduled visit time. This allows us to provide the time and services that your health care requires.

DEFINITIONS:

Late Arrival: A patient is considered “late” if they arrive 10 minutes after their scheduled appointment time. We would prefer you show up 10 minutes PRIOR to your scheduled visit to get checked in and complete any required paperwork. This helps us get you in and taken care of on time.

Late Cancellation/Reschedule: A patient who calls within 24 hours (for previously scheduled appointments) or up to 10 minutes after their scheduled appointment to cancel or reschedule the appointment.

No-Show: A patient who does not keep or cancel a scheduled appointment. The patient makes no attempt to contact the office to explain the missed appointment or makes no call to reschedule, and there is no known legitimate reason for the patient to miss the appointment (i.e. patient is hospitalized or death in family)

PROCEDURES:

- I. **Late Arrivals:** Patients who arrive late for appointments will be worked into schedules as soon as feasible or rescheduled at the provider’s direction. We may not always be able to fit you into the schedule for the same day but will make every attempt to do so even if it is with another provider. If you may be safely rescheduled, we will also attempt to do so as necessary.

Patients who are habitually late for scheduled appointments will have a discussion with a staff member regarding the implications and consequences of this behavior, including possible dismissal from the practice. Dismissal may be an option for patients who persistently arrive late.

- II. **Late Cancellations/Reschedule:** Patients who notify the office to cancel or reschedule their appointment with less than 24 hours notice up to 10 minutes after the scheduled appointment time may be subjected to the fee schedule below. Late cancellations and late rescheduling do not allow the provider time to fill the appointment slot – meaning another patient’s healthcare must be postponed. We will initially give you a verbal warning for late cancellation/reschedules. You may be subjected to the fee below. After the third instance within a 12-month period, you will be sent a letter to notify your risk for dismissal.



III. No-Shows: Patients who “no-show” (do not keep or cancel an appointment) will be evaluated for medical follow-up as appropriate. We will attempt to call you up to two times to reschedule your appointment. Similarly, after the third instance within a 12-month period, we will provide a written letter to notify your risk for dismissal and you may be subjected to the fee below.

IV. Fees: Patients who cancel or reschedule late or no-show appointments may be subjected to a fee schedule as follows.

- a. The first late cancellation or no-show appointment will be provided at no cost to the patient as a courtesy.
- b. The second instance will result in a fee of \$25.
- c. The third instance will result in a fee of \$50.
- d. Subsequent instances will be handled on a case by case basis and be subjective to dismissal from the practice. Fees of at least \$50 will be imposed.

We understand that healthcare does not work just on our schedule and adhering to our policy gives everyone the time they deserve with their provider. We understand that every circumstance is not foreseeable and will work with you to accommodate your needs. We appreciate your understanding as we move forward with providing the best care possible.

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