

NO-SHOW/ CANCELLATION/ LATE ARRIVAL POLICY

Quality care is essential for all of our patients. Please take a moment to review Lifedoc Health's No-Show, Cancellation, and Late Arrival policy and sign your name to acknowledge that you fully understand this policy.

What is a "No-Show"?

A "No-show" is when the patient either

- a) Does not show up to the scheduled visit without notifying us.
- b) Fails to reschedule at least 24 hours before the scheduled visit time.
- c) Cancels the same day of the appointment.

How does a "No-show" impact Lifedoc Diabetes and Obesity Clinic?

- Puts patients' health at jeopardy when they do not arrive for the appointment.
- Prevents other patients from getting highly needed medical care during that period.
- Negative impact occurs on provider's times and how we measure quality of care as a clinic.
- Unnecessary resources get allocated toward patients that do not show-up for appointments.

How to NOT be a "No-Show"

- Provide the most current phone number, email, and address during booking appointments as well as when clinic calls to verify appointment the day before scheduled visit.
- Confirm or reschedule the appointment when you receive text messages and call reminders.
- Always arrive 15 minutes early to have all the paperwork for the visit ready on time.
- Always bring necessary material for the visit which may include insurance card, picture ID, and payment method if you do not have insurance.
- Give at least a 24-hour notice to reschedule/cancel an appointment.

Consequences for being a "No-Show" Three (3) times in One (1) Year

In your records, if you have been a "No-Show" for three appointments which include being a no-show for same day appointments in theyear,you will no longer be able to make appointments and can only be seen as a **WALK-IN or a Same Day Appointment** for Acute Care visits. However, Should you need a well exam or a visit with a specialist (Diabetes, Obesity, Hypertension, etc) you will only be able to **schedule same-day appointments (Neither Future Appointments nor Walk-Ins)** based on the availability of the provider's schedule.

Late Arrival Policy

We understand certain circumstances can cause delays in being late to an appointment, however, if you are late 30 minutes or more you may have to wait until your provider can see you next as patients who arrive at their scheduled times will get priority. If we are unable to accommodate, or you are unable to wait, we will need to reschedule your visit to a future date.

Patient's Name

Patients Signature

Parent/ Legal Gaurdian Name

Parent/Legal Gaurdian Signature

Date: ____/____/____