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**NO SHOW/CANCELATION POLICY**

**Description**

“No Show” shall mean any patient who fails to arrive for a scheduled appointment.

“Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment.

“Late Arrival” shall mean any patient who arrives at the clinic 10 minutes after the expected arrival time for the scheduled appointment.

**Policy**

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. First Priority Medical Clinic’s goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time.

Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

**Procedure**

I. A patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.

II. **New and** **Established patients:**

a. Appointment must be cancelled at least 24 hours prior to the scheduled appointment time.

b. In the event a patient arrives late as defined by “late arrival” to their appointment and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for their provider, a reminder will be placed for the patient to call to make a future appointment once the schedule opens.

c. In the event a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subject to dismissal from First Priority Medical Clinic. The patient’s chart is reviewed, and dismissals are determined by a physician only, no exceptions, in accordance with First Priority Medical Clinic guidelines.