



Appointment Cancellation, Missed Appointment, and Late Arrival

The vision of Modoc Medical Center's (MMC) Family Practice Clinics (Clinics) is to provide the highest quality healthcare in a way that reflects kindness and respect while allowing all people to feel valued as human beings. To ensure that each patient is given the proper amount of time for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time.

As a courtesy, an appointment reminder is attempted one (1) business day prior to your scheduled appointment. If you do not receive a reminder call/message or the number has been disconnected or changed this policy remains in effect. It is the patient's responsibility to keep contact information current with our office and to arrive for their appointments on the scheduled date and time.

We understand that appointments are missed due to emergency situations. Please call the Clinic promptly if you are unable to show up at your scheduled time. If you need to reschedule your appointment, we request that you give our office at least 24 hours' notice. If you do not provide us with at least 24-hours' notice, or if you do not show up for a scheduled appointment, this will be considered a Missed Appointment.

Our appointment Cancellation, Missed Appointment, and Late Arrival Policy states:

- **Three (3) no-shows in a six (6) month period or four (4) in a 12-month period may lead to you being dismissed from Alturas Family Practice Clinic and Canby Family Practice Clinic.**
- **First Missed Appointment:** Patient will be contacted by our staff and offered to reschedule the missed appointment.
- **Second Missed Appointment:** Patient will receive a phone call and be mailed a letter reinforcing the Missed Appointment Policy as well as indicating potential of dismissal from the Clinic should they fail to keep future appointments or provide appropriate notification.
- **Third Missed Appointment:** If within six months, the Clinic Provider and Clinic Director/Manager will review the Patients records to determine if dismissal from care is appropriate. If dismissal is appropriate, a Certified Letter will be mailed via USPS to the patient with instructions to seek medical care elsewhere, the Patient will also receive a second copy of the letter sent via regular mail. The patient will be given 30 days of medications, if needed, to allow time for care to be established.
- **Fourth Missed Appointment:** If within 12 months, Clinic Director/Manager and Medical Provider will review the Patient's record/chart to determine appropriateness of dismissal. If dismissal is deemed appropriate, a letter will be sent via Certified Mail/Return Receipt Required to the patient as well as a second copy of the letter sent via regular mail.
- **Late Arrival:** Any patient more than five (5) minutes late for any 15-minute or same-day appointment, or seven (7) minutes late for a 30-minute or longer appointment will be asked to reschedule. The front desk staff will notify the Medical Provider of the tardy patient and the Medical Provider will make the decision as to whether they can see the patient or not.

***If a patient is discharged from the Clinic(s) and has a medical emergency, please visit the Emergency Department at MMC.**

I have read and understand MMC's Family Practice Clinics *Appointment Cancellation, Missed Appointment, and Late Arrival Policy* and I understand that I will be held accountable by its terms. I also understand that such terms may be modified depending on the best interest of the patients, employees, and organization.

Patient Signature

Date

**If declining to sign, please understand that the terms contained in these policies are still in effect and will be enforced for all scheduled appointments.*