



Acknowledgment of No-Show Policy for CCHC

Your medical providers want to make sure that you and other patients have access to care when you need it. To ensure maximum access to medical services for all of our patients, please be aware of the following Appointment Policy:

Scheduled Appointments: Although we will make every effort to remind you of your upcoming medical appointment by phone or by mail, you are ultimately responsible for remembering your appointment date and time.

Confirming Appointments: We will call you at the number(s) you have provided us at least two days before your scheduled appointment to confirm that you still plan to keep the appointment. If we reach your voice mail, we will leave a message requiring you to call us back no later than noon of the following day to confirm your intention to keep the appointment.

Canceling Appointments: If you cannot make your scheduled appointment, you must call us at least 12 hours in advance to let us know so that we can offer your appointment to another patient.

Late Appointments: If you show up more than 10 minutes late for your scheduled appointment, your appointment may be rescheduled or will treat you as a walk in patient based on availability.

Missed Appointments: Because of the lack of access to medical services, missed appointments are taken very seriously. If you miss one appointment, it will be documented as having missed an appointment. We will contact you to reschedule.

If you miss a second appointment without proper notice within six months period, letter of notification of this policy will be mailed to you.

After three consecutive missed appointment within 6 months, you will no longer be able schedule an appointment with the clinic.

After two Walk In visits you will become eligible to make an appointment.

Please talk to any of the medical staff if you have questions about our No-Show Policy.

I understand and agree to abide by this No-Show Policy.

Patient Signature

Date

Parent/Guardian Signature (for patients under 18)