

Family Care Health Centers  
MISSED APPOINTMENT Policy

Family Care Health Centers is here to provide quality care to all who need it. When patients miss a scheduled appointment, this is time lost that could have been used to treat someone else.

A MISSED appointment is defined as follows:

1. A scheduled appointment for which the patient does not show, nor does he or she (or the parent / guardian) call to let us know that the appointment will not be kept;
2. A scheduled appointment that is cancelled with less than 24 hour notice;
3. An appointment that has to be canceled because the patient does not have their full co-payment;
4. Showing up late for an appointment more than fifteen minutes into the appointment time, necessitating the need to reschedule;

The courtesy of twenty four (24) hours or more notice of cancellation allows us the time to call other patients to perhaps fill the open appointment time thereby allowing us to serve patients who desperately need and want care.

All of the following will be considered chronic non-compliance behavior and can lead to termination from care at Family Care Health Center.

All patients  3 MISSED appts. in 12 consecutive months  
(Adults and Children)

Thank you for your cooperation in making Family Care Health Centers make out service better for all patients.

Patient's PRINTED Name \_\_\_\_\_

Patient's signature \_\_\_\_\_ Date \_\_\_\_\_

Parent/Guardian Signature \_\_\_\_\_ Date \_\_\_\_\_