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FAMILY CLINIC “NO SHOW” POLICY

A “no show” occurs when a patient neither calls to cancel a scheduled appointment 24 or more hours in advance, nor comes in for the appointment. A “no show” wastes both time and resources of the physicians and office staff, and also prevents another patient from utilizing that appointment time.

The Family Clinic therefore charges a fee for this “no show.” The purpose of the fee is twofold: Primarily, it is to recoup lost office overhead expenses; second, it is a reminder to call in advance to reschedule an appointment should something unavoidable arise.

Generally, we track “no shows,” and after the third occurrence, our policy is to discharge you from our care. Obviously, we would prefer that you call ahead if something comes up such that you are unable to keep your appointment, thus avoiding a “no show.”

We thank you for your understanding in this matter and appreciate your cooperation.

Sincerely,

The Family Clinic Physicians