

# No Show and Cancellation Policy for Medical Appointments

Our goal is to provide quality medical care in a timely manner. In order to do so, we have had to implement a no show/cancellation policy effective Jan 1<sup>st</sup>, 2008. The policy enables us to better utilize available appointments for our patients in need of medical care.

## **Cancellation:**

As a patient in our clinic, it is your responsibility to keep scheduled appointments. Bozeman Creek Family Health requires notification of cancellation at least 24 hours prior to the scheduled appointment time. BCFH will consider it a “failed appointment” any time a patient has not given the advanced notice required above or fails to arrive within 10 minutes of their scheduled appointment time. If a patient has 3 failed appointments in a one year period, BCFH will no longer schedule appointments for that patient.

## **No Show:**

If a patient fails to arrive at the scheduled appointment time and does not call to cancel the appointment, the patient will receive a letter in regards to the missed appointment. If a patient has 2 “no show” appointments in a one year period, BCFH will no longer schedule appointments for that patient.

**All patients will be charged a \$30.00 fee for every failed appointment or no show.**

**If you feel there has been an error in scheduling or believe you deserve special consideration, please let us know and you may speak with our Office Manager.**

Print Patient Name: \_\_\_\_\_

Patient/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_