



**NO-SHOW
LATE / MISSED APPOINTMENT POLICY
For Medical and Behavioral Health Appointments**

We, at Foothills Community Health Care (FCHC), understand that sometimes you need to cancel or reschedule your appointment and there are emergencies. If you are unable to keep your appointment, please notify us as soon as possible. To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. We will try our best to schedule your appointment at the most convenient time possible. As a courtesy, we attempt to contact every patient to remind them of their appointment; however, it is the responsibility of the patient to arrive for their appointment on time.

PLEASE REVIEW THE FOLLOWING POLICY:

- 1) If you are more than 15 minutes late for your scheduled appointment, you may be rescheduled for a later time or date.**
- 2) If you are unable to keep a scheduled appointment, please call our office prior to your appointment so that we may care for someone else during that time. Cancellations must be received 24 hours in advance.**
- 3) Failure to notify our office in advance, of the inability to keep an appointment, will be documented as a "No-Show" appointment.**
- 4) If you have 3 "No-Show/Missed" appointments within a 6 month time frame, you may be placed on a 12 month probationary period. During this time we will not be able to schedule any appointments. Any visits will only be on a walk in basis as time permits.**