



The Wallace Medical Concern

## Patient Attendance Policy

### Policy:

It's important that you come to the appointments scheduled for you at our Medical or Dental clinics. If you miss an appointment (or "no-show") two times in a row, you will lose the privilege of scheduling appointments.

- The first time you no-show, one of our receptionists will call you and try to reschedule your appointment.
- If you no-show a second time, you will not be able to schedule appointments in advance at either the Medical or Dental clinics. You will only be able to make same-day appointments.
- You will get appointment scheduling privileges back if you successfully come in for two same-day appointments.

### Definitions:

**No-Show:** Failing to show up for a scheduled appointment without calling to cancel.

**Late Cancellation/Late Arrival:** Cancelling an appointment on the same day, or arriving more than 15 minutes late, resulting in a missed appointment.

### Procedure:

**Late Arrivals:** If you arrive more than 15 minutes late you will be rescheduled, and your appointment will be considered a late cancellation.

**First No-Show:** Your first no-show will be written down in your chart.

**Second No-Show:** Your second no-show will also be written down in your chart. In addition, you will only be able to make same-day appointments.

### Recovering Appointment Privileges:

Once you have successfully come in for two same-day appointments, you can schedule appointments in advance again. You will be able to start fresh with a "clean slate" for your attendance record.