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## **UC Health Integrative Medicine Appointment Policy- 2019**

*We respect your time. That is why, we have implemented an Appointment Policy to address no shows, cancellations and late arrivals. We hope this policy will help our continued focus on better serving our patients and providing excellent customer service.*

### **1. Arrival Time:**

#### **a. New Patients**

- i. New Patients are expected to arrive 15-20 minutes before scheduled appointment time. This allows time for check in and optimizes time with your provider.

#### **b. Established Patients**

- i. All Established Patients are expected to arrive 15 minutes before scheduled appointment time.

*\*\*Please be mindful of your appointment time. Arriving at the exact time of your scheduled appointment causes delays not only, for you but also, for patients being seen after you.\*\**

### **2. Arriving Late to Appointments:**

- a. Patients arriving 15 minutes or later to their scheduled appointment may be asked to reschedule their appointment.

### **3. Cancellations & Rescheduling of Appointments:**

- a. We require 24-hour cancellation or rescheduling notice for all office appointments.
- b. Cancellations less than 24 hours in advance will be considered a "no show".

### **4. Dismissal from Practice:**

- a. Should a patient late cancel or "no show" their scheduled office appointment 3 times within a rolling 12 month period with any of our UC Health Integrative Medicine providers, it may result in dismissal from the practice.

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

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*\*\*This policy is subject to change at any time. \*\**