



## APPOINTMENT CANCELLATION AND NO SHOW POLICY

Quality care for our patients is our priority. When an appointment is scheduled, that time has been set aside for you and when it is missed, that time cannot be used to treat another patient. In order to be respectful of the needs of other patients, your provider's time and the time of the entire clinic staff, please call promptly to cancel or reschedule your appointment. We require that you call 24 hours in advance. Appointments are in high demand, and your early cancellation will allow another patient access to care.

As a courtesy, our staff will attempt to call you 48 hours in advance to confirm your appointment. This notice provides you sufficient time to cancel or reschedule your appointment.

**Definition of a "No Show" Appointment:**

Interfaith Community Clinic defines a "no-show" as any scheduled appointment in which the patient either:

1. Does not arrive to the appointment;
2. Cancels with less than 24 hours' notice; or
3. Arrives more than **15 minutes late** for the appointment

If you miss 3 or more appointments within a twelve (12) month period you will be dismissed from the clinic and any further services including prescriptions will not be provided. You are eligible to reapply after a six (6) month period from the initial dismissal letter.

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

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

\_\_\_\_\_  
Witness (Clinic Staff or Volunteer)

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