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## Physician Services No-Show Policy Acknowledgement

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Patient Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

**This policy encompasses the following clinics:**

Central Peninsula Bone & Joint, Central Peninsula Diabetes Center, Central Peninsula Family Practice, Central Peninsula Family Practice Pediatrics, Central Peninsula Foot & Ankle, Central Peninsula Gastroenterology, Central Peninsula Internal Medicine, Central Peninsula Kenai Spine, Central Peninsula Mental Wellness, Central Peninsula Neurology, Central Peninsula Urology, and Central Peninsula Women's Health

This policy has been created to help us better serve you. Our clinics schedule **Arrival Times** and **Appointment Times** based on the visit type, location, and/or provider. This helps us make appointments as efficiently as possible. Arriving past the scheduled arrival time may result in your provider having less time to discuss your medical care with you. This may also delay the healthcare of other patients that are scheduled after you.

This policy is in place to make sure that all of our patients have the chance to be seen in a timely manner.

The **Arrival Time** is the time you should arrive at the clinic. This time is for check-in and any needed pre-appointment tasks.

The **Appointment Time** is the time the provider should be going into the exam room to see you.

A **No-Show** is missing an appointment, cancelling, or rescheduling within 4 business hours of your arrival time.

We understand that events such as medical emergencies may arise. These instances will be reviewed on a case-by-case basis.

- Patients must arrive by their scheduled arrival time. Arriving past your scheduled arrival time may result in a no-show. Due to the high volume of demand for medical services, if you arrive past your arrival time, you may be asked to reschedule for a later time or another day.
- Patients must answer their phones for their virtual visit when the clinic calls to check them in for the visit. If they do not answer the phone to be checked in for the virtual visit, they will be considered a no-show.
- Cancelling or rescheduling an appointment within 4 business hours of your arrival time will result in a no-show.
- If you book an appointment within 4 hours of the arrival time, any cancellation will be considered a no-show.
- Three no-shows in a 12-month period will result in discharge from the practice.
- Appointments canceled via MyChart or voicemail with less than 4 business hours' notice will be considered a no-show.
- To cancel or reschedule an appointment please call the clinic during regular office hours.

**Acknowledgement:**

Patient/Representative Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Relation to patient: \_\_\_\_\_

