



## Late Arrival, No-Show & Same Day Cancellation Policy

We are glad you have chosen Alpine Ear, Nose and Throat! We look forward to providing your care and building a collaborative relationship with you.

We know unexpected circumstances pop up in everyone's life. Sometimes they make us unavoidably late to appointments or unable to get to them at all. We understand. We will always do the best we can to be flexible and deliver the planned care you need in our physician and provider offices. However, there may be times when we must reschedule a visit for a patient who arrives late for their appointment, or a patient may need to wait to see our providers, so we don't interrupt the appointment scheduled for patients who arrived on time.

Again, we know life sometimes throws the unexpected at us. If you are going to be late or won't make your appointment at all, give us a call no less than 24 hours before your appointment to let us know. We'll do our best to be flexible. But please be aware of these policies we practice so we can ensure all our patients – yourself included – get quality time with their provider as scheduled.

### Definitions

"No Show" shall mean any patient who fails to arrive for a scheduled appointment.

"Same Day Cancellation" shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment.

"Late Arrival" shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.

### Late Patient Policy

When a patient is 15 or more minutes late for their expected arrival time, we will check you in for your visit if we can do so without disrupting the needs of other patients. If your visit disrupts other patients' needs, we'll try to offer you another appointment on the same day. If that doesn't work for our providers, staff, and you, we will reschedule with the original provider at their next-available date.

### No-show/Same-Day Cancellation Patient Policy

When a patient does not notify their provider's office of a need to cancel or reschedule and does not arrive for an appointment, or cancels the same day, we call this a no-show. Frequent no-shows can cause challenges for provider offices when important time for patients goes unused. We'll remind you of your upcoming appointment by text or phone several days in advance and give you the opportunity to let us know of any need to cancel or reschedule. If a patient is a no-show, we'll alert them to ensure awareness. A patient who does not show up (or same day cancels) two times within 12 months will not be scheduled without patients' primary care or referring providing contacting the Alpine provider to request another appointment. If you know you must miss an appointment, please contact us 48 hours prior to the day before if you can. If something happens closer to your appointment time, call to let us know.

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Name of Patient (Please Print)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Relationship of Representative