



Mason General Hospital & Family of Clinics No Show and Cancellation Policy

Arriving on time for your scheduled appointment is important in addressing your healthcare needs. Please notify MGH&FC as soon as you know you will need to reschedule or cancel your appointment. Due to high patient demand, you must contact us by the end of the business day, one day prior to your scheduled appointment. For instance, if your appointment is Tuesday at 9:00 a.m. you must cancel on Monday by the close of business, or if your appointment is Monday at 8:00 a.m. you must call to cancel your appointment by the close of business on Friday, before the weekend begins. Your ability to schedule future appointments may change because of no-show appointments or cancellations.

- A scheduled appointment will be considered a no-show when:
 - > The appointment is not canceled or rescheduled by end of the business day prior to the scheduled appointment time.
 - > A patient does not show up for the appointment or arrives more than 10 minutes after the scheduled time of the appointment.
- Patients will be informed of no-show appointments by phone calls and letters.
- Due to the longer appointment time required for new patients, these appointment types are not available as frequently as routine care. If you fail to show up to your appointment or neglect to cancel in accordance with the above notification guidelines, you must wait for the next available "new patient" appointment to establish your care.
- Patients of MGH&FC will become "work-in" patients after three consecutive no-shows at a single clinic in a rolling 12-month period, "Work-in" patients who wish to be seen will be instructed to show up at the clinic without guarantee of being seen, but will not be allowed to schedule appointments in advance. "Work-in" patients will only be seen if there is availability in the provider's schedule.

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