



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. Because of high patient demand, you must contact us by the end of the business day, one day prior to your scheduled appointment date. For instance, if your appointment is Tuesday at 9:00 am, 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.

- New patients to primary care services who fail to show up their first appointment or neglects to cancel an appointment in accordance with the notification guidelines must wait at least 6 months to establish care. Any exceptions to this policy require approval of the clinic manager.

- 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.