



## **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. A minimum of 24 hours notice prior to your scheduled appointment is required because of high patient demand. 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 a minimum of 24 hours 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 24 hour notice requirement 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.