



## PATIENT NO SHOW POLICY

Our goal is to provide equal services to all patients. This includes all patients receiving an appointment in a timely manner. Patients who no show appointments are preventing other patients from being seen at that time.

We understand that unexpected things arise, however we kindly ask that you give at least a 72-hour notice for any cancellation or reschedule. Please call the office at (252) 443-5941 during business hours if you need to cancel or reschedule your appointment. If you realize that you need to cancel an appointment and the office is closed, you may send a patient portal message that will be seen by staff on the next business day.

### What is a "No-Show":

- Cancelling an appointment with less than 24 hours notice.
- Not coming to scheduled appointments.
- A "No-Show" includes: canceling/rescheduling your appointment the same day you are supposed to be seen.

### Arriving late for your appointment:

- If you arrive late, your appointment may be rescheduled to another day.
- Your appointment may be counted as a "no show".

### Dismissal From the Practice for an established patient will occur after the following:

- If you are disrespectful to providers/staff
- If you Reschedule THREE appointments in a row
- If you No Show TWO appointments
- You will be given ONE verbal warning of missed appointments before dismissal

### New Patients

- If you No Show your FIRST visit, then you will **NOT** be rescheduled.
- You are considered an established patient **after your first visit.**

### YOU are responsible for remembering your appointment date and time.

- You will receive many reminders about your appointment. Please do not ignore these!!! You may receive a phone call, email and text message.
- Please do not confirm your appointment unless you know you can come.