



PATIENT “NO-SHOW” AGREEMENT

Patient name: _____

Morongo Basin Community Health Center is focused on providing the highest level of care to patients. This can only be accomplished with the active participation of our patients. Patients who schedule and do not keep that appointment take up valuable appointment time that could be used by other patients. We ask that you report appointment cancellations 24-hours in advance of the scheduled appointment.

1. The day prior to a scheduled appointment an automated phone call is made by our office to remind the patient about the upcoming appointment, asking the patient to confirm the appointment. If the patient needs to reschedule the appointment, information is provided how to reschedule.
2. A patient is considered a “no-show” if the patient does not provide 24-hour advance notice of cancellation. Patients that no-show for a scheduled appointment will be provided the next available appointment.
3. If a patient arrives late (more than 15 minutes after the scheduled appointment), the patient will be considered a “walk-in” patient and will be seen based on staff and provider availability, or be given the option to reschedule.
4. After three consecutive no-show appointments, or three cancellations without 24-hour advance notice within a 90-day period, the patient will lose the privilege to schedule future appointments for the remainder of the calendar year. These patients may access care as walk-in / same day patients during regularly scheduled health center hours.

I have read and understand the above information. I agree to follow the directions stated in this policy.

Patient signature

Date

Rev 7/2022