WASHINGTON HEALTH SYSTEM

Cancellation, Late Arrival and No-Show Appointment Policy

Our physician practices firmly believe that the foundation of a good relationship between our patients and
providers are good communication. We understand that situations arise in which you arrive late or must cancel your appointment. It is requested that if you need to cancel your appointment, please provide us at least 24-48 hours' notice when possible. This will enable other patients who are waiting for an appointment to be scheduled in that appointment slot, which is not always feasible if less than 24 hours' notice is given.
When you arrive late, do not cancel, or do not arrive (**or no-show**) for your appointment it jeopardizes your health.
In order to be respectful of the medical needs of other patients, please be courteous and call promptly if you are unable to keep an appointment. This time will be reallocated to someone who is in need of treatment. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

You will receive a confirmation phone call and/or text message/email reminding you of your appointment 2 days in advance of your scheduled appointment. If you cannot keep this appointment, please call to cancel and you can reschedule at that time.

Late arrival: When we reserve time for you, we require all that time to provide you with the best quality work possible. When you are late it decreases our ability to accomplish this. If you arrive late, your appointment may be rescheduled in order to meet the needs of those who are on time for their pre-reserved visit. If you call ahead to say you will be late, this does not alter the policy. If you are going to be late, the staff member will advise you on the phone that you should reschedule, rather than waste a journey.

Consequences of cancellations, late arrivals, and no-shows:
If you miss and or are late for more than 4 appointments from any Washington Physicians Practice within a year, you may be dismissed from the practice. Patient dismissal is at the discretion of your medical provider.

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If you are dismissed from any Washington Physician Practice office, your remaining scheduled appointments will be cancelled, and emergency care will be provided to you for 30 days.

After a period of 6 months from dismissal, patients may request an appointment. This request will be considered by the practice. Repeated offenses of cancelled, late arrival, or no-show appointments will not be eligible for consideration.

I have read and understand the Washington Health System, Washington Physicians Group Late Arrival, Cancellation and No-Show policy.

_____	_____	_____
Patient Name (Please Print)	DOB	Date/Time

_____	_____
Patient Signature	Date/Time

WHS Family Medicine - North Main Eighty Four, Waynesburg, California/ WHS Internal Medicine/ WHS Lakeside Primary Care/ WHS Washington Pediatrics/ WHS Waterdam Pediatrics/ WHS Infectious Disease/ WHS Cardiovascular Care/ WHS Urology/ WHS Pulmonary Critical Care/ WHS Occupational Medicine/ WHS Center for Mental Health and Wellbeing/ WHS General Surgery/ WHS Orthopedics Sports Medicine/ WHS Foot and Ankle Specialists/ WHS OBGYN Care/ WHS Wound and Skin Healing Center

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