

IMPORTANT

New Horizon Family Health Services No Show Policy

Consistent attendance at all medical and other appointments is very important and cancellations/no shows are highly discouraged. Please arrive for your appointment on time. If you are more than 15 minutes late for your appointment, you may be asked to wait until your Provider is available, or more likely, to reschedule your appointment and have a cancellation recorded for that day.

All cancellations and “no show” appointments will be recorded in your chart.

Three “no show” appointments in a row and you will be charged a \$25.00 cancellation fee. You will not be seen again until this fee is paid. You will also be removed from any future scheduled appointments (unless justifiable circumstances have been communicated). You will need to call the morning of the day you wish to come in for an appointment and see what may be available.

If you must cancel an appointment, you will need to call at least 24 hours in advance. This notice is necessary in order to allow the availability of the time slot for other patients needing an appointment.

After three cancellation/no show appointments, you may be discharged from the practice.

We appreciate your cooperation in helping us help you and other patients.



Quality Health Care for All People.