

## MEDICAL APPOINTMENT CANCELLATION/NO SHOW POLICY

Thank you for trusting your medical care to TCSIG Wellness Center. When you schedule an appointment with TCSIG Wellness Center we set aside enough time to provide you with the highest quality care. Should you need to cancel or reschedule an appointment please contact our office as soon as possible, and no later than 24 hours prior to your scheduled appointment. This gives us time to schedule other patients who may be waiting for an appointment. Please see our Appointment Cancellation/No Show Policy below:

- Effective April 20, 2021 any established patient who fails to show for an appointment and has not contacted our office with **at least 24 hours notice** will be considered a No Show.
- Any established patient who fails to show for an appointment without **24 hours notice** a **second** time will be provided a warning letter for termination.
- If a **third** No Show without 24 hours notice should occur the patient will be **dismissed** from TCSIG Wellness Center.
- As a courtesy, our clinic initiates calls and text messages to remind patients of their upcoming appointments. If you do not receive a reminder call or message, the above Policy will remain in effect.

We understand there may be times when an unforeseen emergency occurs and you may not be able to keep your scheduled appointment. If you should experience extenuating circumstances please contact our Clinic Manager, who may be able to waive the No Show. You may contact TCSIG Wellness Center Monday-Friday from 8:00 am to 7:00 pm and Saturdays from 9:00 am to 3:00 pm. Should it be after regular business hours Monday through Saturday, or on Sunday, you may leave a message. Messages left are acceptable.

**TCSIG Wellness Center (530) 822-5500**

**I have read and understand the Medical Appointment No Show Policy and agree to its terms.**

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Signature (Parent/Legal Guardian)

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Relationship to Patient

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Printed Name

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Date