



Serve the People Community Health Center (STP CHC)
 Guidelines for
 Appointment Confirmation, Cancellation, No Show & Late Arrival

Patient's Name:		Date of Birth:	
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Thank you for trusting your medical care to STP CHC. When you schedule an appointment with STP CHC, we set time aside 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 1:00pm on the working day prior to your scheduled appointment.

If is the policy of STP CHC to enforce the following guidelines described below:

- Patients must confirm their appointment with STP CHC via phone call by 1:00pm on the working day prior to their scheduled appointment.
- Failure of the patient to confirm their appointment by 1:00pm on the working day prior to their scheduled appointment will result in the appointment being automatically cancelled and opened for another patient.
- Patients who confirm their appointment with STP CHC by 1:00pm on the working day prior to their appointment but do not show for their appointment will be considered a “No Show.”
- A grace period of 10 minutes will be permitted for late arrivals. A patient who arrives 10 minutes after their scheduled appointment will be considered a “No Show.”
- In the event that the patient has incurred three (3) consecutive documented “No Shows,” STP CHC will no longer be responsible for rescheduling the patient’s subsequent appointments and the patient will be required to schedule an appointment on a same day availability basis.
- If the patient incurs repeated No Shows thereafter, the patient may be subject to dismissal from the health center
- To assist the patient in keeping appointment, various reminder methods will be utilized including: giving patients an appointment reminder card at the end of their visit, automated text reminders, staff calls to confirm a patient’s appointment one day prior to their appointment if the patient has not yet confirmed the appointment. If the patient’s phone is “out of service,” not receiving calls, or has changed their phone number; the patient is still responsible for confirming and keeping the scheduled appointment.
- The health center will contact all patients whose appointments are cancelled due to not confirming their appointment or who no showed, up to three times at the end of the workday in an effort to reschedule the appointment.
- STP CHC will not charge or bill the patient any fee in the event of a cancellation, no show, or late arrival

By signing below, I acknowledge that I have read, understand the content of, and agree to the terms of the above guideline. This acknowledgement form remains valid indefinitely. It will only need to be signed again if the appointment guidelines are updated by the clinic.

Printed Name of Patient / Parent/ Tutor / Representative	If applicable, relationship to patient
Signature of Patient or Parent / Legal Guardian if minor	Date (MM/DD/YYYY)