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## *Missed Appointment Policy*

Our goal is to provide quality health care to all our patients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our providers, but our other patients as well. Please be aware of our policy regarding missed appointments.

### **Appointment Cancellation**

When you book your appointment, you are holding a space on our calendar that is no longer available to our other patients. In order to be respectful of your fellow patients, please call our office at 270-846-4800 as soon as you know you will not be able to make your appointment.

If cancellation is necessary, we require that you call at least 24 hours in advance. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

### **How to Cancel Your Appointment**

If you need to cancel your appointment, please call us at 270-846-4800 between the hours of 8:00 AM-5:00 PM, Monday-Friday.

### **Late Cancellations/No-Shows**

A cancellation is considered late when the appointment is cancelled less than 2 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling.

For new patients' first appointments, a no show or late cancellation will result in the patient not being able to be seen by our practice.