

## NO – SHOW/ LATE POLICY

Your medical providers want to make sure that you and other area residents have access to high – quality medical care when you need it. To ensure maximum access to medical services for all of our patients, please be aware of the following Appointment Policy:

**Scheduled Appointment:** Although we will make every effort to remind you of your upcoming medical appointment by phone or by mail, you are ultimately responsible for remembering your appointment date and time.

**Canceling Appointments:** If you cannot make your schedule appointments, you must call at least 24 hours in advance to let us know, so that we can offer your appointment to another patient. Failure to provide at least 24 hours’ notice it will count as a missed appointment.

**Missed Appointments:** Because of the critical lack of access to medical services in our area, missed appointments are taken very seriously. If you miss one appointment, you will be documented as having missed an appointment. If you miss a second appointment without proper notice within six months, you will be placed on a “no-show status”. That means that you will only be allowed afternoon appointments for a period of one year. If you feel you deserve to keep on receiving morning appointments, you will be required to write a letter to the medical director stating the following: 1) why you missed the last appointment; 2) why you feel you need a morning appointment; and 3) that you understand that another no-show visit could result in putting your back in “no-show status”.

**Late Arrival:** A patient who is less than 15 minutes late to his or her appointment will be informed that they are late, but will be roomed as soon as possible, and the doctor will see them as soon as possible. A patient who is more than 15 minutes late to his or her appointment will be informed that they have missed their appointment, and will need to reschedule the appointment for another time. This may be later in the day, or it may be several days depending on the purpose of the visit or availability of providers.

Please understand that the intent of these policies are to aid us in offering a high standard of care to our patients. They are not meant to be a burden. We also pledge to do our part to keep our schedule moving as efficiently as we possibly can.

**After Hours Access Policy Statement:** It is the policy of Borinquen Medical Centers to ensure that our patients obtain the best continuity of care after hours. Borinquen Medical Centers patients will have access to a provider after hours 24 hours a day, 7 days a week by just calling the center.

Please talk to any of the medical staff if you have any questions about our No-show/ Late Policy

I understand and agree to abide by this No-show Policy

\_\_\_\_\_  
**Patient’s Name**

\_\_\_\_\_  
**Medical Record No.**

\_\_\_\_\_  
**Patient Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Parent/ Guardian Signature (for patients under 18)**