



## No Show/Late Cancellation Policy

This policy has been established to ensure that we are able to provide the highest level of quality care and service to all patients of Christian Community Health Center (CCHC).

- Patients must call at least 24 hours prior to their scheduled appointment time when they knowingly are unable to keep their appointment. Cancellations within 24 hours of the appointment will be considered a late cancellation.
- We do understand that emergencies arise and that it may not be possible to give such a notice. Patients are responsible for communicating when they are not able to keep their scheduled appointment as soon as possible. Exceptions to the No Show/Late Cancellation Policy will be provided on a case by case basis.
- After three or more no shows/late cancellations, the patient will be subject to limited appointment availability.
- To ensure that patients do not miss their appointment, appointment reminders (phone calls; text messages; emails) will be sent out to patients at least one day before their scheduled appointment.

I hereby acknowledge that I have read CCHC's no show/late cancellation policy and I understand its contents. My signature below indicates that I agree to adhere to all the provisions of the no show/late cancellation policy.

\_\_\_\_\_  
Signature of Patient

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Signature (Parent/Guardian)

\_\_\_\_\_  
Date