



No-Show Policy

Quality care for our patients is our priority, please take a few minutes to review our no-show policy and sign the bottom of the form.

Definition of a “No-Show” Appointment

High Plains Primary Care’s defines of a “No-Show” appointment as any scheduled appointment for which the patient either:

- Does not arrive for the appointment
- Cancels with less than 2 hours' notice
- Arrives 15 minutes late and consequently unable to be seen

Impact of No-Show Appointments

“No-Show” appointments have a significantly negative impact on our practice and the healthcare we provide to our patients. When a patient “no-show” a scheduled appointment it potentially jeopardizes the health of the “no-showing” patient and is unfair to the other patients' that would have taken the appointment slot.

Consequences of a “No-Show” Appointments

Patients will be charged a fee of \$25.00 for all documented “no-show” appointments.

Patients will receive a letter informing them of the missed appointment and the fee associated with the missed appointment.

If you miss 3 or more appointments within a year you may be dismissed from the clinic.

How to Avoid a “No-Show” Appointments

1. Confirm your appointment
2. Arrive on Time
3. Give at least 2 hours’ notice to cancel appointment

Appointment Confirmation

High Plains Primary Care will attempt to contact you prior to your scheduled appointment either by phone or text message per the patient's preference. Please inform our staff of any changes to your phone numbers. Also remember you can access your patient portal to communicate with the office to cancel or reschedule your scheduled appointment.

I have read and understood the High Plains Primary Care “No-Show” Policy described above

Patient Signature

Date