



NO SHOW/MISSED APPOINTMENT POLICY

We, at HorizonView Health, understand that sometimes you need to cancel or reschedule your appointment and that there are emergencies. If you are unable to keep your appointment, please call us as soon as possible (with at least 24-hour notice). You can cancel appointments by calling us at **253-268-3345**.

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. As a courtesy, an appointment reminder call is attempted two (2) business days prior to your scheduled appointment. However, it is the responsibility of the patient to arrive for their appointment on time.

PLEASE REVIEW THE FOLLOWING POLICY

1. Please cancel your appointment with at least 24 hours' notice so your appointment time can be offered to other patients.
2. If less than a 24-hour cancellation is given, this will be documented as a "No-Show" appointment.
3. If you do not show up to your scheduled appointment, this will be documented as a "No-Show" appointment.
4. After the first "No-Show/Missed" appointment, you will receive a phone call or letter warning that you have broken our "No-Show" policy. HorizonView Health will assist you in rescheduling this appointment if needed.
5. If you have two (2) or more "No-Show/Missed" appointments, you will be charged a \$35 no show fee for each appointment missed.
6. If you have three (3) or more "No-Show/Missed" appointments, you will be charged a \$35 no show fee for each appointment missed and dismissal from our clinic will be considered.

I have read and understand HorizonView Health's No-Show/Missed Appointment Policy and understand my responsibility to plan appointments accordingly and notify HorizonView Health appropriately if I have difficulty keeping my scheduled appointments.

Patient Name

Date of Birth

Patient Signature

Date