Pinehurst Medical Clinic

Patient Appointment Attendance Policy- What You Need to Know

At Pinehurst Medical Clinic (PMC), we partner with our patients to provide timely, high-quality care. Patient participation helps us maintain efficient clinic operations, minimize delays, and ensure all patients receive the care they need. We understand that emergencies and unexpected events happen and ask that patients notify us as soon as possible if there are barriers preventing appropriate arrival time to their appointments.

Arriving for Appointment(s)

- Patients are encouraged to arrive 15–30 minutes early to a scheduled clinical appointment to complete check-in procedures. *Early arrival times may vary depending on procedural appointment types, and patients are encouraged to confirm this time with the department in which the appointment was scheduled.
- If a patient arrives more than 15 minutes late to their scheduled appointment time, they may need to reschedule their appointment, as this is considered a missed appointment.

Cancelling or Rescheduling Appointment(s)

If a patient cannot attend their scheduled appointment, the following notice is required, depending on the type of appointment. *If the patient does not provide the required notice, fees and potential dismissal, depending on occurrence, may result.*

- Clinical or standard appointment(s) (such as office visits, virtual visits, or follow-up visits) require a 24-hour (1 full business day) notice. *Note: If the patient's appointment is on Monday, the 24-hour cancellation notice will apply to Friday.*
- Procedural appointment(s) (such as surgeries or special tests) require a 72-hour (3 full business days) notice. *Note: If the patient's appointment is on Monday, the 72-hour cancellation notice will apply to Wednesday.*
- Holidays impact cancellation notice, and patients should take this time into account with the notice requirements provided above. *For example, if the patient's clinical or standard appointment is on Tuesday, but Monday is a holiday, the 24-hour cancellation notice will apply to Friday.*

Missed Appointment(s)

A missed appointment may result in fees and potential dismissal, depending on occurrence, and occurs when any of the following happen:

- Patient fails to provide at least a 24-hour cancellation notice (1 business day) for a clinical or standard appointment, as explained above.
- Patient fails to provide at least a 72-hour cancellation notice (3 business days) for a procedural appointment, as explained above.
- Patient arrives more than 15 minutes late, and the provider's schedule will not allow for a same-day Work-In appointment. (See additional details below under the *"late arrivals"* section)
- Patient fails to follow instructions for a procedural appointment. Instructions may include, but are not limited to, requiring special preparation, such as fasting, lab

work, or medication instructions. Failure to follow the instructions means the procedure can no longer take place due to the patient's unpreparedness.

- Patient fails to attend their scheduled appointment.

Repeated Missed Appointments:
Repeated missed appointments may result in fees and potential dismissal, and occur when a/an:

- New Patient has 2 Missed Appointments within 12 months within each specialty.
- Established Patient has 3 Missed Appointments within 12 months within each specialty.

Late Arrivals:
A late arrival occurs when a patient is more than 15 minutes late for their scheduled appointment. A late arrival may be considered a missed appointment and may result in fees and potential dismissal depending on occurrence, as stated above under the "*Missed Appointment(s)*" section. However, please see the following information:

- If a patient is more than 15 minutes late, the office may be able to offer a same-day Work-In appointment, if available. If the patient accepts this appointment, then the original appointment will be considered an attended appointment.
- If the patient declines the same-day Work-In appointment, then this will be considered a missed appointment.
- If a same-day Work-In appointment is unavailable due to the provider's schedule, then this will be considered a missed appointment.

Thank you for helping us provide the best care possible! Your cooperation allows PMC to serve all patients efficiently and safely.

Table 1.1: Missed Appointment Fee Schedule

Appointment Type	Occurrence	Fee / Notes
New Patient	1st Missed Appointment	$150; documented in EHR
Established Patient	1st Missed Appointment	$50; documented in EHR
Testing / Procedures	Any No-Show	$50–$250 depending on procedure type and resources; documented in EHR

***Examples of what constitutes a missed appointment are provided above - <u>Missed Appointment(s).</u> FEES ARE SUBJECT TO CHANGE WITHOUT NOTICE. UPDATED FEE SCHEDULE IS AVAILABLE UPON REQUEST**