

Mason Clinic, Hoodspport Primary Care, Evergreen Clinic Late Arrival, No Show, and Cancellation Our Expectations

- **Timely Arrival**

Please arrive on time for your appointment. If you arrive late—even by a minute—you may be asked to **reschedule**, unless the below special consideration applies to your appointment. This helps us stay on track and provide each patient with the full attention they deserve.

- **Cancellation & Rescheduling**

We understand that plans can change. If you need to cancel or reschedule, please let us know at least **24 hours in advance** so we can offer your appointment time to someone else who may be waiting.

Missed Appointment Policy

We know that things happen, and we always try to approach missed appointments with understanding. Here's what to expect if appointments are missed without notice:

- **1st Missed Appointment (No-Show):**
You'll receive a phone call to check in and gently remind you of our policy.
- **2nd Missed Appointment:**
We'll follow up with a phone call and a letter reinforcing the importance of keeping your appointments.
- **3rd Missed Appointment:**
A certified letter will be sent, and we'll let you know that continued missed appointments may result in dismissal from the clinic.

Special Considerations

If your provider has made a note in your chart allowing flexibility for late arrivals, we will honor that. **New patients** who miss multiple appointments may need approval from the clinic manager before rescheduling.

Why This Matters

Every missed appointment affects not just your care, but also other patients waiting to be seen. By keeping appointments or giving notice when you can't attend, you help us provide the best care possible to you and to our community.

Thank you for your understanding and cooperation. We truly appreciate the opportunity to care for you.