**FORTUNA FAMILY MEDICAL GROUP, INC.**

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**No Show Policy**

 Our office has been experiencing a high number of patients not attending their scheduled appointments without advanced notification. When this happens, another patient is denied access to our medical care. Due to the frequency of no shows, our clinic is experiencing a significant financial deficit. As a small family practice, we rely solely on adequate level of patient appointments to maintain operation.

Our No Show Policy is effective as of **01/01/2019**. The policy states that a patient who misses three scheduled appointments per calendar year will be seen only in the case of emergency for 3 months.

We request that patients be on time for their appointments. When a patient is late for their scheduled appointment, this causes other patient’s wait time to increase. Patients who are 15 minutes late or more for a 30 minute appointment will be asked to reschedule their appointment or be worked in if time allows.

Patients are required to give 4 hour notice before cancelling or rescheduling an appointment.

If you have any questions regarding this policy please feel free to contact our Office Manager.

Thank you for your cooperation and understanding as we continue to provide quality healthcare to our patients.

Revised 12.11.18