

KPA Foothills Missed Appointment Policy

Our office has a policy on missed appointments. We understand that inadvertently missing appointments can sometimes happen. However, we must consider how these missed appointments impact the ability of other patients to make appointments. Missed appointments often delay or prevent other patients from receiving timely care. To be fair to all of our patients, the following policy is in place:

1. Please call to cancel an appointment at least 24 hours in advance. Calling to cancel within an hour of the appointment time will automatically be considered missed.
2. Patients should arrive no later than 10 minutes after their scheduled appointment time. If patients are more than 10 minutes late, the appointment will still be considered missed but every effort will be made to reschedule.
3. **All** missed appointments will result in a reminder text notifying you of the missed appointment. A second missed appointment will result in a mailed letter restating the policy. The third missed appointment, within one year, will lead to a letter of dismissal from the practice. All missed appointments are cumulative within a family.

We understand everyone has emergencies that necessitate missing appointments. Our goal is to accommodate all patients but a pattern of recurrent missed visits prevents other patients from seeing their physician in a timely manner. Please feel free to call our office with questions.