



Aaron  
Boone  
DO  
and  
Associates,  
PLLC

## **NO SHOW/MISSED APPOINTMENT POLICY**

We, at Aaron Boone, DO & Associates, 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. You can cancel appointments by your locations main number .

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 or text to you is made/attempted one (1) business day 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 a 24 hours' notice if possible. This allows us to fill cancelled spaces to accommodate other patients.
2. If you do not present to the office for your appointment, this will be documented as a "No-Show" appointment.
3. After the second "No-Show/Missed" appointment, you will receive a letter warning that you have broken our "No-Show" policy. Aaron Boone, DO & Associates, PLLC will assist you to reschedule this appointment if needed.
4. If you have 3 "No-Show/Missed" appointments within a 12-month period, you will receive a second letter from our office advising you of your status.
5. **If you have 4 "No-Show/Missed" appointments within a 12-month period, you will receive a third letter. Dismissal from the practice will be considered.**  
**\*You will be notified by letter if the dismissal was approved.**

**I have read and understand** Aaron Boone, DO & Associates, PLLC's No Show/Missed Appointment Policy and understand my responsibility to plan appointments accordingly and notify Family HealthCare Associates appropriately if I have difficulty keeping my scheduled appointments.