

# Patient Attendance Policy

The attendance policy is designed to improve our ability to help all of our patients and to provide complete and consistent treatment for you. This policy reinforces our dedication to nurturing a culture of accountability, mutual respect, and excellence in patient care delivery, ultimately leading to improved health outcomes and satisfaction for all. We understand there are barriers that may impede timely arrival and are invested in helping identify resources to make this easier.

## ATTENDANCE POLICY

Consistent appointments is a key component to effective treatment. The appointments you make with our providers are reservations and are considered a commitment to your health and our business relationship with you. Missed appointments affect everyone, including you, our skilled staff and other families and patients in need of our treatment. When patients do not show up for their appointment or do not give adequate cancellation notice, we are not given the opportunity to reschedule that time with another patient who is in need of an appointment.

- **NO SHOW** - – patients who missed their scheduled appointment and did not provide prior notice regarding their cancellation. While we empathize with the potential for unforeseen circumstances, it is important to acknowledge that when an appointment is missed without prior notice or canceled on short notice, it disrupts not only our clinic schedules but also restricts our ability to deliver timely care to all our patients.
- **LATE ARRIVAL** - We will try to accommodate late-comers, however, should a patient arrive more than 10 minutes late for their scheduled appointment time, the patient may need to be rescheduled into the next available time slot for that day. In the event that there are no open time slots available, then the patient will be subject to waiting to be seen as the last patient of the morning/afternoon. If these 2 options are not feasible, then the appointment may need to be rescheduled
- **EMERGENCY CANCELLATION** - Emergencies arise and we understand. This may be due to personal illness, illness of a family member, death in the family, inclement weather, or other unforeseen emergency situations. Please contact our office by phone at 989-672-0341 or send a message via your Mychart, as soon as possible to report the emergency. .
- **NON-EMERGENCY CANCELLATION** - Notice of non-emergency cancellations is requested to be given at least 24 hours in advance and are expected to be rescheduled. This includes all other cancellations not specified as an emergency cancellation such as: vacations, schedule conflicts, medical appointments, etc. Cancellations or requests for change of appointment times are made by calling our office phone at 989-672-0341 or via your Mychart.
- **RESCHEDULING** - At Arshad Aqil MD PLLC, we use a team approach to treatment and believe that rescheduling missed appointments is important for consistency and to help you achieve your health goals. We try to be as flexible as possible with scheduling and appreciate your flexibility too. If you miss your appointment for any non-emergency reason, we expect that the appointment will be rescheduled. This might be with another provider if a desired time is not available with your preferred primary provider.

In the event a patient has incurred three (3) documented no-shows and/or late cancellations within a rolling 12 months, then they may be subject to dismissal from the practice.

Such decisions are made following a thorough review of the patient's care needs and are at the discretion of Arshad Aqil MD. When a provider-patient relationship is terminated, a patient will be given up to 30 days to establish care elsewhere before urgent care needs are no longer accommodated.

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