



Wilde Desert Family Medicine

No-Show and Appointment Cancellation Policy

We are committed to providing timely and quality care to all our patients. To do this effectively, scheduled appointments must be either kept or canceled promptly.

Appointment Reminders

To help you stay on track of your scheduled visits, we offer courtesy reminders via phone, text, or email. However, it is ultimately the patient's responsibility to remember their appointment.

Cancellations & Reschedules

If you are unable to attend your appointment, please notify our office at least 4 business hours prior to the scheduled time. This allows us to offer that time to another patient who may need care.

No-Show Policy

A "no-show" is defined as missing an appointment without prior notice or canceling with insufficient time to rebook the slot. 4 business hours and less is considered insufficient time of notice.

- Non-Medicaid patients may be charged a no-show fee of \$50 per missed appointment.
- Medicaid patients are exempt from a no-show fee under federal and state Medicaid guidelines. However, missed appointments will be documented in the patient's chart.

Repeated Missed Appointments

Regardless of insurance coverage, patients who miss three (3) or more appointments within six months may be subject to a review of their ongoing care with our practice. We reserve the right to:

- Discuss the issue directly with the patient to identify and resolve any barriers to attendance.
- Request a verbal or written commitment to improved attendance.
- Discharge the patient from the practice, providing written notice and making appropriate referrals, if no-shows persist and compromise the continuity of care.

Late Appointments

If you arrive more than 10 minutes late to your appointment, you may be asked to reschedule. All new patients are expected to arrive at least 10 minutes prior to their appointment time and will be rescheduled if they arrive late.

Special Considerations

We understand that emergencies and unforeseen situations arise. We will do our best to accommodate individual circumstances with compassion and flexibility.