



Appointment Policy

When you reserve a time with us, please make every attempt to make your appointment. We do NOT “double book” as some offices do. Late cancellations and no-shows take space on our schedule that another patient could have used. We do our best to run on time and ask that you extend us the same respect of our schedule, by keeping your appointment or letting us know early that you need to reschedule.

Please arrive 5-10 minutes prior to your scheduled appointment to allow for check-in and any other paperwork that may need to be completed. This will help us run on time.

Booking Appointments: Appointments can be made via the patient portal, our website (www.desertstarhealthcare.com) or by calling the office. We accept appointments up to 1 year in advance. We try to leave space for sick or urgent care appointments each day, but these fill up quickly in the morning. PLEASE CALL IF YOU DON'T SEE A NEEDED TIME.

Rescheduling/Cancelling Appointments: Changes to your appointment can be made via the patient portal, our website, or by calling the office. Changes or cancellations must be made at least 24 HOURS in ADVANCE, late cancellations are subject to a fee of \$30.00 (\$60.00 for weekend or evening appointments)

Appointment Reminders: 2 days prior to your appointment you will receive an email, text message, or phone call (if opt out of texts) to confirm the time you have reserved with us. You can either confirm or reschedule directly from the email or text.

Late arrivals: Please call the office if you are running late to determine if we will still be able to accommodate your appointment. If you arrive more than 10 minutes after your scheduled appointment time, we may provide you an abbreviated visit if appropriate or you may have to reschedule for another day. Late arrivals requiring rescheduling are considered missed appointments and subject a fee of \$30.00 (\$60.00 for weekend or evening appointments).

Missed appointments: Failure to show up for an appointment is subject to a fee of \$30.00 (\$60.00 for weekend or evening appointments).

Desert Star Healthcare reserves the right to take action against families, from discussion up to and including dismissal of all family members, for repeatedly (more than 3 occurrences in 12 months) violating this policy.

Printed Name: _____ Date _____

Signature: _____