



MISSED APPOINTMENT POLICY

Bagwell Medical Clinic believes that a good provider/patient relationship is based upon understanding and good communication. It is the policy of Bagwell Medical Clinic to monitor and manage missed appointments. To provide all our patients with the best care possible, we ask that you make every effort to arrive at least 20 minutes early for your appointment.

This policy applies to missed appointments which include No Show, Late Arrival or a Late Cancellation:

- No Show-any patient who fails to arrive for a scheduled appointment and doesn't reach out to cancel.
- Late Arrival- any patient who arrives at the clinic 15 minutes after the scheduled appointment.
- Late Cancellation- any patient who cancels an appointment less than 24 hours before the scheduled appointment times.

We understand that situations arise causing delays or the need to cancel/reschedule your appointment. However, missed appointments impact the flow of patients in our clinics and take away the opportunity for another patient to receive care. We request that if you must change your appointment, you contact us no later than 24 hours before your scheduled appointment time. If you arrive more than 15 minutes late for your scheduled appointment time, we may need to reschedule your visit to ensure that we can provide you with the necessary care without inconveniencing other patients. If you do not show up for your appointment, cancel or reschedule within 24 hours of your appointment times, or arrive more than 15 minutes after your scheduled appointment time, we will consider that a no-show.

The current no-show/late cancellation fee is \$50 and subject to change.

To cancel or reschedule, please call us at 662-560-5966.

Patient name: _____ DOB: _____

Date: _____