



Missed/Cancelled Appointments and Rules of Conduct

We are committed to providing high-quality, respectful, and timely care to every patient. To ensure that our office runs smoothly and that all patients receive the attention they deserve, we ask that everyone adheres to our policies regarding missed appointments and appropriate conduct while on site. Missed or late appointments affect not only your care but also limit our ability to serve others. Additionally, maintaining a respectful and safe environment is essential for both patients and staff. This document outlines our expectations for attendance, cancellations, and behavior while visiting our clinic. By following these guidelines, we can continue to provide a positive and professional experience for all.

- **Cancellation of an appointment:** To be courteous and respectful of others' medical needs, please call the office promptly if you are unable to attend an appointment. This time will be reallocated to someone who is in urgent need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call at least 24 hours in advance. Calling early in the day is appreciated. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care. **Initial _____**
- **How to cancel your appointment:** To cancel appointments, please call 530-722-1111 ext. 126. If you do not reach the receptionist, you may leave a detailed message on the voicemail. If you would like to reschedule your appointment, be sure to leave your phone number and best time to return your call. **Initial _____**
- **Late Cancellations:** Late cancellation are considered as a "no-show". Exceptions will only be made in extraordinary circumstances. Cancellations made more than 24 hours in advance of your scheduled appointment will not be assessed a cancellation fee. **Initial _____**
- **No-Show Policy:** A "no-show" is someone who misses an appointment without calling 24 hours in advance to cancel or reschedule. "No-Shows" inconvenience those individuals who need access to medical care in a timely manner, as well as the physician. A failure to show up at the time of a scheduled appointment will be recorded in the patient's chart as a "no-show". The first time the fee will be waived as a courtesy. Any additional "no-shows" will result in a fee of \$25.00 for each missed appointment. If a patient accumulates 3 "No-shows" patient may be asked to leave the practice. **Initial _____**
- **No-Show Fee:** All fees associated with this policy will be the sole responsibility of the patient and will not be billed to any insurance. **Initial _____**

****Continued on Reverse****



- All treatment requests regarding your plan of care or treatment options must be discussed at the time of your clinical visit. All refills on medications will be filled at the time of visit. **Initial** _____
- Pulse Urgent Care does not prescribe opioids. **Initial** _____
- If the patient becomes non-compliant and fails to attend consultations, appointments, or procedures. The patient will be considered unmanageable and will result in administrative discharge. 3 No Shows, Non-compliance or poor behavior towards staff will result in administrative discharge. **Initial** _____
- Patients that are more than 15 mins late to their scheduled appointments will result in a rescheduled, due to a high volume of patients. **Initial** _____

I have read, understand, and agree to follow the clinic's policies regarding missed appointments and rules of conduct. I understand that failure to adhere to these policies may result in limited scheduling options, fees, or dismissal from the practice, as outlined

Print Patient Name

Patient DOB

Signature Of Patient or Guardian

Date