



Appointment Policy

Community Family Practice (CFP) feels strongly that patients should keep all recommended appointments in order to obtain and maintain optimal health.

Failure to attend a scheduled appointment (“*no-show*”), failure to provide at least 24 hours advance notice for changing an appointment (“*late-cancel*”), or failure to arrive within 15 minutes of your appointment start time (“*late arriva*”) will result in a missed appointment fee. Our staff and providers use time before, during, and after your scheduled appointment to prepare your chart and these charges are made to help cover staffing costs, whether or not the appointment is kept. Failure to give advanced notice for a missed appointment impacts our ability to offer that time to another patient.

Late Arrivals, Late Cancels, and No-Show Fees:

1. No Show and Late Cancel appointments will be charged a no show/late cancellation fee. Multiple no show or late cancelled appointments within a 12-month period are subject to dismissal from the practice.
 - a. 1st Offense: \$25 charge
 - b. 2nd Offense: \$45 charge
 - c. 3rd Offense: Subject to dismissal from the practice.
2. Patients that are 15 or more minutes late for their appointment will be considered a “no-show” and will be asked to reschedule.

Rescheduled Appointments:

1. Patients that reschedule 3 or more appointments within a 12-month period may incur a \$45 charge to their account.
2. Patients that reschedule 6 or more appointments within a 12-month period may be dismissed from the practice.

New Patients and Inactive Accounts:

1. New Patients that no-show or late-cancel their initial new patient office visit will not be rescheduled.
2. Patients that haven't been scheduled with their primary care provider (PCP) in more than 3 years will be automatically marked inactive by our electronic medical record system.

If you have missed an appointment due to hospitalization, illness, or other extenuating circumstance, send a portal message or call the office to request a reconsideration of the no-show fee.