



CANCELLATION, MISSED APPOINTMENT & LATE ARRIVAL AGREEMENT

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Patient Name: _____ **Date of Birth:** _____

Your Medical and Dental providers want to make sure that you have access to high-quality care when needed. To help with this process please be aware of the following guidelines:

Scheduled appointments:

If you cannot make your scheduled appointment, contact us as soon as you know you are unable to keep your appointment or at least 24 hours in advance to cancel. If you do not provide us with sufficient notice that you will not be able to keep your appointment, it will be considered a no-show appointment.

Scheduled appointments:

If you cannot make your scheduled appointment, please call us at least 24 hours in advance. If you cancel the same day as the appointment, it will be considered a Missed Appointment.

Late Arrivals:

We ask that you arrive 15-30 minutes prior to your appointment to ensure all required paperwork and insurance eligibility is complete prior to your appointment time. If you arrive after your scheduled appointment time a staff member will assess your needs and determine if you can be accommodated. The following options will be considered:

- Your appointment may need to be rescheduled if there is not enough time remaining to complete your procedure.
- If there is another appointment time available that same day – you will be offered that time.
- If there is adequate time to complete your scheduled procedure or an alternate procedure you will be seen.

NO-SHOW Appointments:

Scheduled appointments, including same day appointments, that you do not attend without providing advanced notice will be considered no-show appointments. All no-show appointments will be documented in our scheduling system.

Established patients that no-show for 3 or more scheduled appointments will not be able to schedule another appointment for a period of 12 months measured from the date of your third no show. You can still be seen on a standby walk-in basis. These are not scheduled appointments and the provider will see you if they are able to work you into the schedule for that day. After one year you will be able to schedule routine appointments.



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Confirming appointments:

Adelante will be contacting you via the phone number provided to us to confirm all appointments 1-7 days in advance of your appointment.

If we do not reach you, a message will be left to call our office to confirm appointment time.

If we are unable to keep your appointment, we will make every effort to notify you prior to your scheduled appointment time. If we are unable to get ahold of you and you arrive at our office, we will try to work you into the schedule or reschedule for another day.

If you do not have a telephone for confirmation – please let the staff know about any alternatives for confirmation.

If you want to appeal these guidelines, you may call 480-964-2273 or send your concerns in writing within 10 days of concern.

Please send appeals to: **Adelante Healthcare Center Support Office 3033 N Central Ave, Ste. 145 Phoenix, AZ 85012.**

I have addressed any questions or concerns regarding this process with the staff and understand and agree to abide by these guidelines.

Patient/Guardian Name

Patient/Guardian Signature

Date



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