



Patient Missed Appointment Policy

In an effort to improve access for all patients, HOMETOWN Health Center will actively work to reduce missed appointment activity, or no show appointments. As a Patient Centered Medical Home, we aim to provide the best quality of care for medical, dental, and behavioral health services.

To ensure our patients do not miss their appointments, HHC uses an automated appointment reminder system that sends out alerts through phone call, email, and text messaging.

Please make sure that all of your contact information is up-to-date each time you check in for an appointment.

We understand that circumstances arise resulting in the need to cancel an appointment.

Please notify HHC of any cancellations **within 24 hours** of your scheduled appointment time. This will allow our office enough time to fill the appointment slot with another patient in need. If you cancel within less than 24 hours of the scheduled appointment, it will count as a missed appointment.

HHC also understands that emergencies and unforeseen circumstances may cause our patients to miss an appointment. For this reason, after your first missed appointment HHC will give you an opportunity to reschedule.

However, if two missed appointments occur, you will be sent a letter making you aware of the second missed appointment. We will assist you in addressing any barriers you may be having attending your healthcare appointments.

Please be aware, if a third missed appointment occurs, you will only be allowed to be seen for Same Day Appointments. A letter will be sent to you making you aware of this change.

This means that you will only be able to be seen the same day you request an appointment, and only if there are appointment times available. We hope we can work with you to prevent this restriction from happening.

Patient Name (Printed)

Date of Birth

Patient/Guardian Signature

Date

Witness Signature

Date