MyCare Patient Appointment Agreement

We value you as our patient and need your cooperation with keeping appointments so that we can provide your care in a timely, high quality manner. We often have more patients who need care than we have room in our daily schedule to accommodate. When a patient does not show up or cancels an appointment too close to his or her scheduled time, we are unable to fill this appointment time with another patient who desperately needs care. If a patient is late for a scheduled appointment, it causes our days to run late and impacts all of our patients. This policy ensures that both you and our other patients receive the care that you need.

MyCare makes every effort to schedule appointments for you that work with your schedule and meet your needs. Once an appointment is made for you, that time is reserved and we expect to see you at the agreed upon date and time. If you are not able to come to your scheduled appointment, you must call us at least 24 hours before your appointment time. If you do not, your appointment is considered a **Broken Appointment**.

The following occurrences are considered a **Broken Appointment**:

- **No Show** – Anytime you have a scheduled appointment and do not show up for the appointment.
- **Late Cancelations** – Anytime you call to cancel an appointment less than 24 hours before the scheduled appointment time.
- **Late Arrivals** – Anytime you arrive more than 15 minutes after your scheduled appointment time. If you are more than 15 minutes late to your scheduled appointment time, you will be placed in Stand-By for the next available time to receive care. It is possible that other patients who are scheduled and have arrived on time will be seen first. We will do our best to see you as soon as possible. Please understand that your wait may be longer than usual and you may see a different provider as schedules allow. If you are more than 15 minutes late for an appointment scheduled during the last hour of the day, we may not be able to see you. If this happens, you will be rescheduled or may come back the next day as a "Stand-By Appointment."

We keep track of all Broken Appointments. After three (3) broken appointments within a 12-month period, you will be unable to schedule appointments but are welcome to continue getting your care using our "Stand-By Appointment" process. You will be placed on the "Stand-By" list and worked into the schedule as time permits. We will make every effort to see you as quickly as possible. Please understand that you may wait longer than usual and you may see a different provider than usual as schedules allow. Stand-By Appointments are filled for the day on a first come basis.

Many patients use MyCare Health Center services. Your help in keeping your appointments enables us to provide better and timelier care to all of our patients.

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Patient or Parent/Guardian Signature ***Date***