



Dear Patient,

When a patient is late or doesn't show up for an appointment, valuable time that could have been used to provide health care to another patient is wasted. In order to reduce the number of missed appointments, Northwest Colorado Health has created a Late and Missed Appointment Policy. This policy helps you to understand your responsibility in being on time for and keeping appointments and what will happen if you do miss an appointment.

If you have any questions about this policy, please feel free to call the Director of the Health Center at 970-824-8233.

Sincerely,

Gisela Garrison, Director of Health Center

Late and Missed Appointment Policy

If you are late for your appointment by more than 10 minutes we may not be able to see you and you might have to reschedule.

1. **1st Missed Appointment** – The Medical/Dental Assistant will let the provider know that you missed your appointment and mark the missed appointment in your medical record.
2. **2nd Missed Appointment** – we will send you a letter reminding you of our policy.
3. **3rd Missed Appointment** – you will be sent a registered letter explaining that you will **only be able to make same day appointments** at Northwest Colorado Health. We cannot guarantee that a same day appointment will be available.
4. If you have multiple appointments for your family scheduled together and the family misses those appointments without cancellation, you will be placed on “**no more than 1 family member at a time**” status

I have read and understand the Late and Missed Appointments Policy of the Northwest Colorado Health.