



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 it will be considered a **missed** appointment.

If you do not call and cancel your appointment at least **2 hours in advance**, or if you **miss your appointment entirely**, it will be considered a **missed** appointment.

1. **1st Missed Appointment** – The Medical 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 **no longer be able to make an appointment** at Northwest Colorado Health. If you want to access care, you will have to walk in and will have to wait until a provider can see you.

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