



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 lost. In order to reduce the number of missed appointments, Northwest Colorado Health has a Late and Missed Appointment Policy. This policy helps you to understand your responsibility for 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 Senior Director of the Health Center at 970-824-8233

Sincerely,

Bryant Cox, Senior Director of Health Center

Late and Missed Appointment Policy

If you are 10 minutes late to your scheduled appointment, the Patient Care Representative will reschedule your appointment. This is to ensure that our patients who are scheduled after you are able to be seen on time. **If you arrive prior to your appointment time but need paperwork that can't be completed within the window of the 10-minute late policy, your appointment may be rescheduled. For a new patient we require you to arrive 15 minutes prior to your appointment time to complete the necessary new patient paperwork.**

1. **1st Missed Appointment**—The Patient Care Representative (PCR) will call you to notify you of the missed appointment and offer to reschedule it.
2. **2nd Missed Appointment**—PCR will send you a letter informing you of your second missed appointment. This letter will inform you that you will be assigned a "Same Day Only" status if you miss another appointment and notify you of available services to help you arrive on time.
3. **Third Missed Appointment**—PCR will send you a Letter informing you of your "Same Day Only" status. We cannot guarantee that a same-day appointment will be available.