

# Cancellation and Missed Appointment Policy



Our goal is to provide quality individualized medical care in a timely manner. "No-shows" and late cancellations inconvenience those individuals who need access to medical care in a timely manner. We would like to remind you of our office policy regarding missed appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

## Cancellation of an Appointment

In order to be respectful of the medical needs of other patients, please be courteous and call Oregon Lung Specialists, LLC promptly if you are unable to show up for an appointment. This time will be reallocated to someone who is in need of treatment. If it is necessary to cancel your scheduled appointment, we require that you call no less than 24 hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

## How to Cancel Your Appointment

To cancel appointments, please call 541-687-1712. Our regular office hours are Monday through Friday 8:30am until 5:00pm (with a break for lunch from 12:00pm-1:00pm).

## Late Cancellations

A late cancellation is considered when a patient fails to cancel their scheduled appointment giving no less than 24-hour advance notice.

## No Show Policy

A "no-show" is when a patient misses an appointment without notifying the office. Failure to be present at the time of a scheduled appointment will be recorded in your medical record as a "no-show appointment."

When a new patient fails to keep their first appointment, the referring physician will be notified. The appointment will only be rescheduled after the referring physician has re-evaluated the need for the appointment.

For established patients, a missed appointment will be rescheduled upon request. A second missed appointment within a 12 month period, may result in dismissal from our practice.

***By signing this, I understand and agree to comply with the terms of this policy.***

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Patient's Printed Name

Patient's Date of Birth

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Signature of Patient

Date

Relationship to Patient

- First missed appointment: considered a "warning"
- Second missed appointment: within a 12 month period may result in dismissal from our practice.