



## **CANCELLATION, NO SHOW & LATE PATIENT POLICY**

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**Pacific Rim Orthopaedic Surgeons (PROS) reserves the right to discharge a patient from the practice after 3 or more consecutive cancellations, or 2 or more no-shows within a 12 month rolling period.**

If a patient cancels three consecutive appointments within 24 hours of his/her appointment; or no-shows two times within a 12 month rolling period; the patient will not be scheduled again, until s/he speaks with the Clinic Administrator. The Clinic Administrator will work with the patient's physician to decide if the patient may return to the practice. The Clinic Administrator will notify the patient of the final decision. If the patient is discharged from the practice a letter will be sent to the patient by certified mail.

**Late Patient Policy:** we require that New Patients arrive to their first appointment at least 15 minutes before the scheduled appointment time, to allow ample time to complete any paperwork and insurance information. For all other appointments, patients should arrive 10 minutes before the scheduled appointment time. So that all of our patients have enough time to meet with their provider, and in order to keep our providers running on time, PROS reserves the right to reschedule any patient who does not arrive within these timeframes.