



NO SHOW/MISSED APPOINTMENT POLICY

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time.

As a courtesy, an appointment reminder call or email to you is made/attempted **one (1) business day** prior to your scheduled appointment. However, it is your responsibility to arrive **on time** on your appointment.

Should you need to cancel or reschedule an appointment, please contact our office as soon as possible and **no later than 24 hours prior to your scheduled appointment**. This gives us time to schedule other patients who may be waiting for an appointment.

Failure to cancel or reschedule without a 24-hour notice will result in a **\$10.00 fee**.

Please review our No Show Policy below:

1. If you must cancel or reschedule an appointment, please call 24 hours in advance. A 24-hour notice is defined as one business day. Messages left over the weekend are not considered sufficient notice.
2. Any **new or established patient** who fails to show or cancel or reschedule an appointment and has not contacted our office with at **least 24 hour-notice will be considered a "No Show" and will be charged the fee**. This will be documented as a "No-Show" appointment. The Student Health Services staff will assist you to reschedule this appointment if needed **after the fee is paid**.
3. No further appointments will be scheduled until the No-Show fee has been reconciled.

I have read and understand De Anza College Student Health Services No Show/Missed Appointment Policy and understand my responsibility to plan appointments accordingly and notify the Student Health Services appropriately if I have difficulty keeping my scheduled appointments.

Patient Name	Date of Birth	Student ID #
Patient Signature		Date