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| Title: | Appointment Policy | Date of Issue: August 2013 |
| | | Revision Date: March 3, 2022 |
| Approved By: | Board of Directors | Review Date: March 3, 2025 |

Efficient scheduling is an important part of your primary health care experience. We appreciate your respect for our daily schedule which allows our staff to be on time to service all of the scheduled patients.

To enable us to provide efficient care, we ask for your cooperation with the following guidelines:

1. On time arrival: Please arrive at, or just before your scheduled appointment time.

2. Late Arrival: If you arrive late for your appointment, we will process you as follows:

If you are less than 10 minutes late for your scheduled appointment, we will check with the health care provider to see if your appointment can still be accommodated. There is no guarantee that you will still be seen.

Because late arrivals cause a delay for those patients who are on time, if you are greater than 10 minutes late for your appointment, we will automatically reschedule your appointment as you report to Front Desk reception. You will not be seen by the provider you are booked with.

3. Rescheduling: We require at least 24 hour notice for rescheduling any appointment. You must contact our office to cancel/reschedule your appointment. We maintain a cancellation list of patients waiting to be seen and actively manage this list by assigning a person from the wait list to the appointment slot you have vacated. If you must reschedule, we will be assigning one of these patients into the appointment slot you have vacated.

4. Appointment Cancellations: If you have opted in for SMS reminders for upcoming appointments, your appointment may be cancelled by replying 'C' to the SMS message.

We feel these guidelines are reasonable in relation to the services we provide. We understand that circumstances can occur that will require our consideration. Any questions are always welcome.

Joanne Berube,
Executive Director

Marathon Family Health Team and Marathon Family Practice Clinic