



Appointment Policy

Community Family Practice (CFP) feels strongly that patients should keep all recommended appointments in order to obtain and maintain optimal health.

Failure to attend a scheduled appointment (“no-show”) or failure to provide at least 24 hours advance notice for changing an appointment (“late-cancel”) impacts our ability to offer that time to another patient. Please take note of the updated appointment policy below:

Late Arrivals and No-Show appointments:

1. Patients that are 15 minutes late for their appointment will be considered a no-show and will be asked to reschedule.
2. Patients that no-show 2 or more appointments within a 12-month period may incur a \$45.00 charge to their account.
3. Patients that no-show 3 or more appointments within a 12-month period may be dismissed from the practice.

Late-Cancel Appointments:

1. Patients that late-cancel 2 or more times within a 12-month period may incur a \$45 charge to their account.
2. Patients that late-cancel 4 or more times within a 12-month period may be dismissed from the practice.

Rescheduled Appointments:

1. Patients that reschedule 3 or more appointments within a 12-month period may incur a \$45 charge to their account.
2. Patients that reschedule 6 or more appointments within a 12-month period may be dismissed from the practice.

New Patients and Inactive Accounts:

1. New Patients that no-show or late-cancel their initial new patient office visit will not be rescheduled.
2. Patients that haven't been scheduled with their primary care provider (PCP) in more than 3 years will be automatically marked inactive by our electronic medical record system.