

Minden Medical Clinic

Late Arrival, No Show and Dismissal Policy Effective 12-1-2025

Our intention is to provide excellent care to each patient in a timely manner. The following policies have been implemented to ensure timely care.

Late Arrival:

- If a patient presents for check-in 10 minutes or more after his/her scheduled appointment start time, he/she may be considered as a late arrival. The appropriate provider will be consulted to determine if the patient can be seen or if appointment needs to be rescheduled.

No Show:

- After the first missed appointment, the patient is notified by letter of the missed appointment and provided a reminder of our office policy. Patient is encouraged to reschedule the appointment.
- If a second appointment is missed within a 6-month period, the patient receives a second notification by mail and the appointment may be rescheduled.
- If a third appointment is missed within a 6-month period, it may be necessary to terminate our professional relationship with the patient. If the patient is dismissed, we will be available to treat the patient for 30 days for any urgent healthcare needs, this will allow access to care while another physician is chosen. This will affect Minden Medical Clinic appointments only.

Short Notice Cancellations and Short Notice Rescheduled Appointment:

- An appointment that is cancelled or rescheduled without a twenty-four hour is considered to be a short notice cancellation and or reschedule.
- Excessive short notice cancellations and reschedules may lead to the patient only having the option of walk-in or same day scheduling.

We appreciate your cooperation with this policy to make sure we can continue to provide the best access to healthcare for all of our patients. If you have questions regarding this policy, please call our office at 308-832-3400 ext. 2100.