



No Show Appointments and Cancellations Summary

Muskegon Family Care is concerned about every aspect of your healthcare, including when you are not able to make your scheduled appointments. In order to continue to provide appointments to committed patients, we have created a process for patients to follow when they will be late for their appointments and/ or need to cancel. Additionally, a process has been created to notify patients when an appointment is missed without calling to cancel. It is important to us that you make it to all of your appointments, so that we can provide the best possible care to you. If you are in need of transportation, please contact us for assistance.

1. If you cannot come for your scheduled appointment, you must call and cancel this appointment no less than 24 hours prior to appointment time, or the appointment will be considered a No show. If your appointment was missed due to ER visit or hospitalization, discharge information is required to confirm.
2. After three No Shows within 6 months, a patient will be placed on walk-in status only.
3. A certified letter will be mailed to you after your third No Show to inform you of your walk-in status. An explanation of the walk-in process will be included in the letter.

Muskegon Family Care is committed to providing services to patients that choose to make their appointments a priority. Please make your best attempt to show up for all appointments on time, and cancel the day before if you don't think you will be able to come in. This will allow us to serve all better.

By signing this statement, you agree that you have read and understand Muskegon Family Care's late, cancellation and no show policy.

Signature of Patient or Legal Guardian

Patient's Date of Birth

Patient's Name (Please Print)

Signature Date