HEALTH TRUST PHYSICIANS CLINIC

MADISON COUNTY HEALTH CARE SYSTEM

Appointment Cancellation Policy

At Health Trust Physicians Clinic (HTPC), we strive to provide the best possible care for all our patients. To ensure efficient operations and fair access to medical services, we have established the following appointment policy:

Appointment Cancellation: We kindly request that you notify us at least one day in advance if you need to cancel or reschedule an appointment. Same-day cancellations or rescheduling requests will be considered as "no-shows."

No-Show Definition: A "no-show" occurs when you miss an appointment without providing advance notice or cancel/reschedule on the same day as your appointment.

Urgent Appointments: If you miss an appointment for an urgent or serious matter, our staff may contact you for follow-up to ensure your well-being.

We track missed appointments and have the following procedure:

After 2 missed appointments within 6 months
You will receive a letter reminding you of the importance of keeping scheduled appointments. Our Social Worker may contact you to offer assistance if needed.

After 3 missed appointments
You will receive a second letter warning that further missed appointments may result in termination of care. Our Social Worker may again reach out to offer support.

After 4 missed appointments
We may consider terminating our patient-provider relationship. This decision will be made carefully, considering your unique medical and social needs.

Communication: If you're experiencing difficulties keeping appointments, please let us know. We're here to help and can discuss options such as alternative scheduling or reminder systems.

Rescheduling: If you need to reschedule without adequate notice, we will mark the original appointment as a "no-show" and schedule a new appointment for you.

We value our relationship with you and are committed to your health. By adhering to this policy, you help us provide timely and efficient care for all our patients. Thank you for your understanding and cooperation.