



Cancellation and missed appointment policy

Main Street Family Practice (MSFP) strives to provide each patient with quality personal attention and the best care possible. Patients who cannot make an appointment should call and cancel at least 24 hours in advance. This opens appointments for other patients needing prompt medical care. Whenever one patient "no shows," another sick patient cannot be seen in his/her place.

As a courtesy, MSFP confirms each appointment one or two days in advance through an automated confirmation system. *However, it is the patient's responsibility to make or cancel appointments and to ensure current insurance information, mailing addresses and phone numbers are provided.*

MSFP cancellation policy:

Medicare, commercial health insurance, and self-pay patients:

*After two (2) cancelled appointments without 24 hour advance notice,
and
After each missed appointment,*

Patients are charged a \$25.00 No-Show Fee. This is a patient responsibility and cannot be charged to insurance.

All state health care plans (AHCCCS)

*After six (6) cancelled appointments without a 24 hour advance notice,
or
After three (3) missed appointments in 180 days,*

MSFP will no longer provide services patient and patient's family. AHCCCS providers will be notified and they will assign another primary care physician. MSFP will provide emergency care only for 30 days following discharge from patient roster.

My signature below represents that I have read, understand, and agree to the terms of the Cancellation and Missed Appointment policy.

Patient's Printed Name

Patient, Parent, or Guardian Signature

Date