



Family Health Care

- Baldwin: 1615 Michigan Avenue, Baldwin, MI 49304 (231) 745-2743
 - Grant: 11 N. Maple, Grant, MI 49327 (231) 834-0444
 - White Cloud: 1035 E. Wilcox, White Cloud, MI 49349 (231) 689-5943
-

Date: _____

Dear: _____ ,

We missed you on _____ , when you failed to show up for your scheduled medical appointment or cancelled your appointment giving us less than 24 hours notice.

We understand that occasionally situations do occur which might cause you to miss an appointment. Unfortunately, when we do not get at least 24 hours notice, it is more difficult to schedule another patient into that appointment time.

Based on our policy for cancelled or failed appointments, your current status is as follows:

_____ This is your first failed appointment (or appointment cancelled with less than 24 hours notice). You will be allowed to make another appointment.

_____ This is your second failed appointment (or appointment cancelled with less than 24 hours notice). You will be permitted to schedule another appointment, but further no-show or failed appointments may force us to discontinue scheduling appointment times for you.

_____ This is your **third** failed or no-show appointment. We will no longer schedule appointments for you, **EXCEPT**, for same-day appointments. You may call us on any day to find out if we have an opening on that day. If there is an opening, we will schedule that time for you.

While we do not want to “close the door” on any patient, we also have a responsibility to all of the patients who need and desire care. A failed appointment is a lost opportunity to provide medical care to someone else.

Sincerely,

Family Health Care