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### **MILLTOWN FAMILY PHYSICIANS MISSED APPOINTMENT POLICY**

**The physicians and staff at Milltown Family Physicians place a high priority and value upon our patients' time. When a person misses an appointment without allowing adequate notice, we cannot offer that time to others and; compromises our ability to provide care to others.**

**We consider the physician-patient relationship to be the most important element of our commitment to care. When a person misses their appointments repeatedly, we believe it is a poor predictor of a therapeutic future relationship.**

**"Missed appointments" are defined as scheduled visits that are not cancelled with enough time to offer the appointment to another patient. If notification is made on the same day as the anticipated care, the designation of "missed appointment" will depend upon the circumstances and may be waived by the providers or office manager.**

**If you need to cancel an appointment, please provide prior notice. If cancellation does not occur with a minimum of two (2) hours prior notice, the visit will be considered a missed appointment.**

**If three (3) missed appointments occur within a year (365 days), then you will be asked to seek medical attention elsewhere.**

**Thank you for your cooperation and understanding.**

**Milltown Family Physicians, Inc.**