

## **Patient Appointment Attendance Policy**

### **Purpose**

Our practice is committed to providing timely, high-quality orthopedic care to all patients. Missed appointments, late arrivals, and late cancellations interfere with patient care scheduling and limit appointment availability for other patients requiring medical treatment. This policy establishes expectations regarding appointment attendance and scheduling responsibilities.

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### **Appointment Scheduling**

Patients are encouraged to schedule appointments in advance and maintain accurate contact information with the office. Appointment reminders may be provided as a courtesy via phone, text message, email, or patient portal; however, patients remain responsible for attending scheduled appointments regardless of reminder status.

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### **Cancellation Policy**

If a patient is unable to keep a scheduled appointment, the office must be notified at least 24 business hours in advance.

Cancellations made with less than the required notice may be considered a late cancellation.

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### **Missed Appointments (“No-Shows”)**

A no-show is defined as:

- Failure to appear for a scheduled appointment without notice
- Failure to arrive within the designated grace period of 15 minutes
- Failure to notify the office of cancellation within the required timeframe

Repeated no-shows may disrupt continuity of care and delay treatment planning, including surgical care, postoperative follow-up, therapy coordination, injections, imaging review, and workers’ compensation management.

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### **Late Arrivals**

Patients arriving more than 16 minutes late may be required to:

- Reschedule the appointment
- Wait for the next available opening
- Be seen at the provider's discretion

Late arrival accommodations cannot be guaranteed due to physician schedules and patient care obligations.

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### **Surgical Appointments and Postoperative Care**

Preoperative and postoperative appointments are critical to patient safety and surgical outcomes. Repeated missed visits related to surgery, postoperative care, imaging review, therapy follow-up, injections, or medical clearance appointments may result in delays or cancellation of surgical scheduling.

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### **Repeated Missed Appointment Policy**

Patients with repeated missed appointments or excessive late cancellations may be subject to the following:

1. Verbal or written attendance warning
2. Scheduling restrictions
3. Requirement to confirm appointments in advance
4. Possible discharge from the practice

Generally, discharge consideration may occur after:

- Three (3) missed appointments within a 12-month period; or
- A pattern of excessive cancellations or noncompliance with follow-up care

Exceptions may be considered for emergencies, hospitalization, severe illness, weather emergencies, or other circumstances approved by the physician or practice administration.

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### **Workers' Compensation and Independent Medical Examination (IME) Appointments**

Patients scheduled for workers' compensation evaluations, IMEs, second opinions, or legal/insurance-related examinations are expected to attend as scheduled. Missed appointments may be reported to the requesting adjuster, nurse case manager, attorney, employer, or referring entity as appropriate.

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### **Financial Responsibility**

Missed appointment fees may apply where permitted by law and payer contracts. Patients are responsible for any applicable no-show or late cancellation fees not covered by insurance.

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### **Patient Responsibility**

Patients are responsible for:

- Arriving on time for appointments
  - Providing updated insurance and contact information
  - Following preoperative and postoperative instructions
  - Communicating scheduling conflicts promptly
  - Maintaining continuity of recommended orthopedic care
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### **Policy Acknowledgment**

By receiving care at this practice, patients acknowledge and agree to comply with the attendance policy and understand that repeated noncompliance may affect ongoing treatment and scheduling privileges.

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Sports Medicine & Joint Replacement Specialists Corp

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