



Late Arrivals

It is the policy of Pacific Crest Family Medicine that patients are present in the facility in sufficient time to be escorted to the examination room at the time of their scheduled appointment. Our goal to provide timely medical care to as many patients as possible on any given day requires that patients are available to be seen at the time they are scheduled.

Patients who arrive late for their scheduled appointments may be asked to reschedule their appointment. The need to reschedule is, necessarily, determined on a case by case basis. Every effort will be made to minimize the need for rescheduling due to a patient's late arrival.

Appointments not kept due to late arrival may be considered "no shows" and be subject to established "no show" policies.

Procedures

1. If a patient checks in at the front desk after the time scheduled for his/her appointment, they are politely notified by staff of our late arrival policy.
2. Staff will inform the patient that it will be necessary to verify with the provider if the patient can still be seen without rescheduling.
3. The provider will determine the feasibility of attempting to see the patient without rescheduling.
4. If rescheduling is needed, the patient will be offered the next available appointment.
5. Same day appointments with the original provider to be seen and/or mid-level providers will be offered as available.