



Family Medical & Maternity Care, P.C.

www.FMMOnline.com

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Family Medical & Maternity Care, P.C. Appointment Policy

We respectfully request your understanding and compliance with this policy. The FMMC staff strive to provide our patients with the highest quality care possible and realize it would be a disservice to you if we did not emphasize the importance of *your* commitment to *your* healthcare.

FMMC defines a “no-show” appointment as any scheduled appointment for which the patient:

- Does not keep the appointment and does not call ahead of time to cancel or reschedule.
- Cancels less than one hour before the appointment time with an insufficient reason.
- Arrives late and is consequently unable to be seen.

“No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” a scheduled appointment it potentially jeopardizes the health of the patient and is unfair (and frustrating) to other patients who would have happily taken the appointment slot.

While we ask that our patients avoid canceling or rescheduling an appointment with less than 24 hours’ notice, we do realize that things come up and last-minute emergencies may arise. In this situation, please contact our office as soon as possible to cancel or reschedule the appointment and communicate the nature of your appointment challenge with the staff.

New Patients: Our “No-Show” policy pertains especially to patients that are new to FMMC as these individuals do not yet have an established relationship with us. **A new patient that “no-shows” any of their initial appointments is subject to immediate discharge from the practice.**

Pediatric Patients: Medical providers and nursing staff are mandated by law to report any concerns regarding pediatric patients including medical non-compliance (missing multiple medical appointments) to the Department of Children and Families.

As a courtesy to our patients, FMMC provides appointment reminder phone calls two business days prior to your appointment, as well as text message reminders one business day prior. For our patients who are web-enabled, we also offer email appointment reminders five days prior to your visit.

After continued infringements of the FMMC, P.C. Appointment Policy we reserve the right to discharge the individual and/or their family as we may no longer feel comfortable managing the care of a patient who chooses to continually jeopardize his or her own healthcare, or that of their children.