

## Late and Missed Appointment Policy

**At Colorado Springs Cardiology**, we put our faith in you to keep your appointment and be on time. We know you put your faith in us to see you on time as well as take good care of you. When we schedule an appointment, a specific amount of time is reserved especially for you!

Because appointments are in high demand, if for any reason you must cancel or change your appointment, it is important that you give our office **at least 24 hours' notice** to offer that spot to someone else. Please call us at 719-776-8580 if you need to.

**If you're late:** When we reserve time for you, we require all of that time to provide you with the best quality care possible. When you are late it decreases our ability to accomplish this. If you arrive more than 10 minutes late for your appointment time, you may be rescheduled in order to meet the needs of those who are on time. Priority will be given to the patients who arrive on time. One or two late patients can cause the entire daily schedule to fall behind. This is an inconvenience to everyone. We strive to see every patient as close to their appointment time as possible.

If you arrive late, the physician may need to reschedule. We will check to see where they are in the day and either fit you in, or schedule you at a later date or time.

If you are a **new patient** and you arrive **at** the scheduled appointment time and not early enough to complete the check in process you may also be asked to reschedule. We have made the new patient forms available on our website at [cscardiologists.com](http://cscardiologists.com).

**Please note that valet parking is often behind and can cause 10-15 minute delays in getting to our office.**

**If we're late:** Sometimes a patient comes in that requires additional attention. This can cause the doctor to run late for the rest of the day. We will do our very best to notify you when this happens. We hope we can make you as comfortable as possible while you wait. If you would like to go down and get a cup of coffee, shop or eat while waiting, we can call you on your cell phone when the doctor is ready. You may also prepare for the wait by bringing a book to read or something you enjoy doing before your appointment. Free Wi-Fi is available.

**Missed appointments** create a hardship for everyone. Our physician's schedules are full, and in high demand. If you miss your appointment, you may have to wait a long time to get back in. Please do not miss your appointment.

**A Physician Assistant or a Nurse Practitioner** may have to step in when your doctor is not available or has to handle an emergency. These trusted individuals may see you in lieu of your doctor and the same rules apply. They are aware of your physician's practice methods as well as in constant contact with them. You can be sure that you will still get the best care possible when seeing them.

**Thank you for your patience and understanding. Challenges to good health care are presented every day. We want to meet those challenges head on, but with as much concern for your time and care as we can.**

**We always welcome your comments and concerns on the patient survey available at every visit.**