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**Vitae Family Care Clinic, LLC**

### 1355 50th St., Suite 100

### West Des Moines, IA 50266-1617

Phone (515) 225.3261 | Fax (515) 225.1944

We strive to provide complete and timely care for our patients by allowing the proper amount of time in the schedule for each patient and try our best to accommodate your schedule. When even one person is late it can delay the rest of the day’s appointments and it inconveniences all our other patients who have scheduled time to come in for an appointment. Due to an increasing number of “no show” appointments and patients who are arriving late, we now have a need to have a formal late arrival policy and “no show” policy. We ask that you read those policies below and sign acknowledging your understanding of our late arrival policy and “no show” appointment policies.

**Late Arrival Policy**

Vitae Family Care Clinic is committed to providing comprehensive and timely care to each of our patients. We try our best to be accommodating and make an appointment at a time convenient to you and want you to know that when you schedule an appointment we are allotting an amount of time especially for you. We try our best to run according to the scheduled times and be respectful of your time. We ask that patient’s arrive 15 minutes early as a new patient and 5 minutes early as an established patient. We grant a 10 minute grace period after the scheduled time, but ask that you call us if you are going to be running past your appointment time. If you arrive within that 10 minute time frame we will do our best to work you in, but you may have a longer wait time than normal. If you arrive after the 10 minute time period you will be asked to reschedule and will you be considered a “no show” for the appointment.

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Patient Signature Date

**“No Show” Appointment Policy**

Vitae Family Care Clinic will consider an appointment a “no show” when a patient shows up to an appointment 10 minutes late, without calling, or when a patient does not show up for a scheduled appointment without notifying us of cancellation. We have a phone call reminder system that calls with an appointment reminder ahead of your scheduled appointment. When you receive this phone call you are given the option to confirm or cancel your appointment. If cancelled through this system you will **not** be considered a “no show”. Our policy is to charge a $50.00 fee for a “no show” appointment. This fee is the responsibility of the patient, is not reimbursable by your insurance company, and will be due prior to scheduling a future appointment. A patient with 3 “no show” appointments within a year will be subject to dismissal from the practice.

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Patient Signature Date