



## PATIENT SCHEDULING EXPECTATIONS

**A**s MedLink Georgia Link Georgia expands and grows, we are working diligently to provide you with quality healthcare in an efficient manner. In order to optimize the patient-staff schedule and work flow, we ask that you please comply with the following rules:

1. All appointments must be scheduled, including same day appointments. We will do our best to schedule you for a same day appointment as provider and staff availability allow. Please understand that you may have longer than expected wait times when seen as a same day appointment.
2. If you arrive 20 minutes or later for your appointment, we reserve the right to reschedule for a later day appointment or another day as you choose.
3. Twenty-four hour appointment cancellation is required. If a same-day appointment needs to be cancelled, please let the staff know as soon as possible. Appointments not cancelled at least one (1) hour prior to the scheduled time will be considered a no-show.
4. No-show appointments will have a \$25.00 fee added to the account. Patients who are seen within five (5) business days will have this fee reversed from their account.
5. If a patient has five (5) no-show appointments during a six (6) month period, it may result in discharge from all MedLink Georgia locations.
6. New patients should arrive at least 30 minutes prior to a scheduled appointment. Established patients should arrive 15 minutes prior to a scheduled appointment.

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Patient Signature

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Date

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Staff Signature

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Date