



**Policy:** Patient On-Time and Late Appointment Arrival

**Purpose:** Linton Regional Medical Center (LRMC) will do our best to accommodate all patient's preferences for appointment scheduling. Appointment scheduling is done to assure that adequate time is allowed for examination of specific problems and to determine the priorities of appointments through phone screening. This policy is to establish the procedure to be followed when a patient is on time or arrives late for an appointment.

**Procedure:** LRMC understands that even the most organized person can occasionally run late. If that is the case, call us before your scheduled appointment time. We will reschedule your appointment for a time that is better for you. If you are late for your appointment but did not call, the following procedure will be followed:

1. Patients arriving early or on time will be seen in the order they were scheduled.
2. Urgent sick patients arriving more than 15 minutes late will be seen but will have a waiting appointment while we see patients who are on time. Routine visits will be asked to reschedule.

Please note, so that there is no misunderstanding.

1. LRMC will try our best to accommodate your schedule, but we can't guarantee that the time we can work you in will be your first choice. We must offer appointment slots on a first-come basis. If you are more than 15 minutes late, we can't guarantee that you will be seen.
2. You must call ahead and schedule your appointment. Waiting walk-in appointments will be offered a waiting appointment but are not guaranteed a clinic visit if they come in after noon.
3. We reserve the right to determine what constitutes an urgent sick visit.

*NOTE: If the patient feels it is an emergency and needs to be seen right away, they can choose to go to the hospital's emergency room.*