

Thank you for choosing Munson Healthcare for your medical needs. We value your time and strive to provide you with the best possible care during your appointments. In advance of your appointment, you will receive a text or phone call reminder, please utilize this to confirm or cancel your appointment at least 24-hours in advance.

We have a policy regarding appointment cancellations and no-shows, which we would like to bring to your attention:

- If you fail to show up for an appointment without prior notice, you will receive a reminder letter outlining our no-show guidelines.
- In the event that you have three no-show appointments within a twelve-month period, *you may be discharged from our practice.*
- To assist you in remembering your appointments, we offer text and voice reminders. Additionally, our office may also make reminder calls when time permits. However, please note that if you do not receive a reminder call or message, our cancellation policy still applies. To ensure you receive future reminders, please ensure that your contact information is up to date.

Please be aware that if you arrive significantly late to your appointment, you may be considered a no-show and this will be documented accordingly, in accordance with our Late-Show Policy.

We understand that unforeseen emergencies can arise, preventing you from keeping your scheduled appointment. If you find yourself in such a situation, please contact our office to discuss your circumstances.

Thank you for your understanding and cooperation. We look forward to providing you with exceptional care.

Sincerely,

Munson Healthcare Provider Network