

No-Show, Cancellation, and Rescheduling Policy

At Altheda Medical Center, we value your time and are committed to providing high-quality and timely care to all patients. To ensure fairness, respect and availability for everyone, we ask all patients to follow the guidelines below when scheduling appointments:

1. Cancellations and Rescheduling

- Please notify us **at least 24 hours in advance** if you need to cancel or reschedule your appointment.
- Changes made with less than 24 hours' notice are considered **short-notice cancellations**.

2. No-Shows

- A **no-show** is defined as missing an appointment without notifying us in advance.
- No-shows prevent us from offering that time to another patient in need.

3. Three-Strike Policy

- Patients who accrue **3 total instances** of no-shows, short-notice cancellations, or excessive rescheduling may be **dismissed from the practice**.
- We reserve the right to cancel future appointments and discontinue care if this pattern continues.

We understand that emergencies happen, and we will always do our best to be flexible when truly unavoidable circumstances arise. This policy is in place to promote mutual respect and ensure access to care for all patients.