

South Shore Women's Health Care  
Late Policy  
Effective June 22, 2023

POLICY

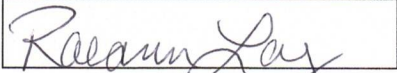
We are committed to working with patients to complete their appointments in a timely manner. Patients are advised to arrive early for their appointment to give our staff time to get registration and rooming completed before the allotted time with our providers. Should a patient arrive late, we are to make every effort to work them in. In those circumstances where the patient is too late to work into the schedule and is unwilling to wait for an available opening, they will be rescheduled.

PROCEDURE

Patients scheduling their annual exam or new patient appointment will be told at the time of scheduling that they must arrive early for registration purposes. This is reiterated in their text reminder two days prior to their appointment.

If an established patient arrives more than 10 minutes late, clerical staff will discuss with the clinical team to see if it is possible to work the patient in with the provider. If the provider determines that it is not possible to work them in, the clerical team will be asked to reschedule the patient. If there may be a substantial wait for the patient, they are to be given the option to either continue to wait for our next available time slot with any provider or reschedule for a later date.

New patients that arrive more than 10 minutes late for their annual exam, or if they arrive at the time of their visit without all paperwork already completed, will be asked to reschedule. If the new patient is being seen for a medical problem, the clinical team should be consulted to see if it is appropriate for the patient to reschedule or if they should be worked in due to their concern.

  
Signature of Authorization