

## Children's Minnesota appointment policy

Beginning January 8, 2018, Children's Minnesota is implementing a new appointment policy for specialty and primary care visits.

### Late arrivals to appointments

Please arrive early for your appointment. If you arrive **15 minutes after your appointment start time**, you may need to wait, see a different clinician, or we may need to reschedule your appointment for another day. If late arrivals become consistent, Children's may elect to limit your availability to see your clinician.

### No shows

Please call us if you need to cancel your appointment.

- **Specialty care clinics:** Please notify us at least **24 hours** prior to your scheduled appointment.
- **Primary care clinics:** Please notify us at least **4 hours** prior to your scheduled appointment.

We understand that things come up unexpectedly and you may not be able to cancel your appointment within the requested timeframe. If this happens:

- your clinician will be notified.
- a member of the care team may contact you directly if the patient needs urgent follow-up.
- you will receive communication from your clinic reminding you of this appointment policy.

### Follow-up actions

Missing appointments can negatively impact the patient's health, and canceling without advance notice limits appointment availability for all patients. Follow-up actions will be taken to help avoid these situations.

After three missed appointments in one calendar year without canceling within the required timeframe (24 hours for specialty and 4 hours for primary care):

- You will only be able to schedule same-day appointments for the remainder of the year, if same-day appointments are available.
- The three occurrences are cumulative for the year for all the primary and specialty clinics.
- With repeated trends of occurrences, your ability to make appointments may be limited, or you may no longer be able to be seen within the clinic. Please be assured, this decision will be made with consultation with your clinician.