

Stella Primary Care  
***No-show and Same Day Cancellation Policy***  
***For Medicare & Medicaid Patients***

Here at Stella Primary Care we enforce policies regarding no-shows and same day cancellations to ensure efficient and quality health care for all our patients. No-shows and same day cancellations increase wait times for patients who are ill and need to be seen. The physician will determine dismissal after any no shows or same day cancellation occurrences. By law we are unable to charge you with any no-show or same day cancellation fees. Our only recourse is to dismiss you from the practice. Please see the below policy.

**No-show / Same Day Cancellation Policy:**

- In order to avoid dismissal, we require at least 24 hour notice for all appointment changes or cancellations. Notification may be left after hours on our 24-hour answering machine service. Please leave the reason for the cancellation for the doctors to assess.
- If you check in for your appointment and need to leave before being seen by the doctor it is also considered a same day cancellation. You will be subject to dismissal.
- You will be allowed 1 cancellation/no-show per calendar year. A second infraction could result in a dismissal from the practice.
- We will place 1 call to you to check on why you missed the appointment. Please call back to let us know why.

Stella Primary Care firmly believes that a good physician/patient relationship is based upon understanding and good communication. Questions about this policy should be directed to the physicians. We are here to help you.