



No-Show and Late Appointment Policy

At Deer Creek Family Healthcare and Wellness, our goal is to provide quality care to all of our patients in a timely manner. To ensure efficient scheduling and minimize wait times, we have established the following policy regarding missed or late appointments:

No-Show Policy

A **"no-show"** is when a patient misses an appointment without calling to cancel or reschedule at least **24 hours in advance**.

- **First No-Show:** A courtesy reminder of our policy will be provided.
- **Second No-Show:** A \$25 fee may be charged to your account.
- **Third No-Show:** You may be discharged from the practice or required to place a deposit to schedule future appointments.

Late Arrival Policy

We ask that all patients arrive **at least 10 minutes prior** to their scheduled appointment time.

- If you arrive **more than 15 minutes late**, we may need to:
 - Reschedule your appointment to another day, or
 - Accommodate you as a **work-in appointment**, which could result in extended wait times.
- Repeated late arrivals may be treated similarly to no-shows and subject to a fee.

How to Cancel or Reschedule

If you need to cancel or reschedule, please call our office at (405) 359-1122 at least **24 hours in advance**. This allows us to offer the time to another patient in need.

