

**Mason Clinic**  
**No Show and Cancellation Policy**

Arriving on time for your scheduled appointment is important in addressing your healthcare needs. We realize that sometimes appointments need to be rescheduled. Please notify Mason Health as soon as you know you will need to reschedule or cancel your appointment. Due to high patient demand, you must contact us by the end of the business day, one day prior to your scheduled appointment. If you continue to be unable to come to appointments, your ability to schedule future appointments may change because of no-show appointments or cancellations.

- A scheduled appointment will be considered a no-show when:
  - › The appointment is not canceled or rescheduled a minimum of 4 hours prior to check-in time.
  - › The patient does not show up for the appointment or arrives after the scheduled appointment time.
- Patients will be informed of no-show appointments by phone calls and letters.
- Due to the longer appointment time required for new patients, these appointment types are not available as frequently as routine care. If you fail to show up to your appointment or neglect to cancel in accordance with the above notification guidelines, you must wait for the next available “new patient” appointment to establish your care.