



**Anchor Health - Hamden**  
2200 Whitney Ave, Suite 290  
Hamden, CT 06518

**Anchor Health - Stamford**  
30 Myano Lane, Suite 16  
Stamford, CT 06902

# APPOINTMENT CANCELLATION, NO-SHOW, AND LATE POLICY

When you schedule an appointment at Anchor Health, we reserve enough time to provide you with high-quality care. Canceling your appointment without adequate notice, or not showing up to it, means that time can't be used to treat another patient in need of care.

*As a patient of Anchor Health, you agree to the following policies:*

- If you cannot make it to your appointment, you must give our office 24 hours' (to the hour) notice. For Monday appointments, that means letting us know the Friday before by your scheduled appointment time.
- If you do not notify our office 24 hours before your appointment that you cannot make it, or you do not show up and do not notify us at all ("no-show"), **you will be charged a \$50 fee, unless you are covered by Connecticut Medicaid (Husky Health) or any other insurance that does not permit charges for missed appointments.**
- The fee is charged to the patient, not the insurance company.
- If you no-show for an appointment three or more times, you will not be able to make an appointment for 3 months after the third no-show (and any existing appointments during the 3 months will be canceled), except in medical emergencies or at the discretion of your health care provider.
- If you are a new patient and no-show two or more times for your initial visit, your appointment will not be rescheduled.
- If your provider requires you to complete blood work or laboratory testing before an appointment that you do not complete on time, your appointment will be rescheduled and counted as a no-show. If you are unsure of when to go for blood work/laboratory testing or need additional time to complete this testing, please contact our office for assistance.
- If you are running late for an appointment, please let us know as soon as possible. If you arrive 15 minutes or later than your scheduled appointment time, it will be rescheduled.

If you are unable to keep a scheduled appointment, you can cancel by calling our office during regular business hours at **203-903-8308** or sending us a message through **MyChart**.

*The only exceptions to this policy are due to sudden illness, emergencies, or unexpected office closure such as those due to weather. If one of these is the reason for a missed appointment or late notification, please inform a member of your care team. If you have other barriers preventing you from making your appointments, please let us know and we'll connect you with an in-house case manager.*

*I acknowledge that I received a copy of Anchor Health's Appointment Cancellation, No-Show, and Late Policy and agree to abide by it.*

<b>Name of Patient:</b> (PRINTED)	<b>Date:</b>
<b>Signature:</b>	
<b>Name of Person Signing:</b> (PRINTED)	

*If not signed by patient, please check off the basis for your authority to sign this Consent:*

- Parent of minor    Guardianship order    Power of attorney    Conservator of person    Other: \_\_\_\_\_

**P:** 203-903-8308 | **F:** 203-599-3927 | **E:** info@ahicorp.org | anchorhealthct.org

**GROUNDBREAKING, RADICALLY INCLUSIVE, GENDER-AFFIRMING, AND SEX-POSITIVE CARE.**