



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

Last updated: October 11, 2024

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

As an Anchor Health patient, you agree to the following policies:

- Appointments must be canceled at least 24 hours before the scheduled appointment time. For Monday appointments, that means letting us know by the Friday before.
- If you do not provide us with adequate notice or do not show up and do not notify us at all ("no-show"), we may charge you a \$50 fee unless you are covered by insurance that does not permit charges for missed appointments. The fee is charged to the patient, not the insurance company.
- If you no-show an appointment three or more times, we may bar you from making another appointment for 3 months except in the case of medical emergencies or at the discretion of your medical provider. Any existing appointments during this period will be canceled.
- We will need to reschedule your appointment if you arrive late. For visits that are 30 minutes or longer, you must arrive no later than 15 minutes after your appointment time. For 15-minute visits, you must arrive no later than 10 minutes after your appointment time.
- We will not reschedule new patients who no-show their first appointment two or more times.

If you cannot 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 the patient portal MyChart.

The only exceptions to this Policy are due to sudden illness, emergencies, or unexpected office closures such as those due to weather. If one of these is the reason for a missed appointment or late notification, please inform your care team. If you have other barriers preventing you from making your appointments, please let us know so we can connect you with a case manager.

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

GROUND BREAKING, RADICALLY INCLUSIVE, GENDER-AFFIRMING, AND SEX-POSITIVE CARE.