



**NATHAN  
LITTAUER**

*Hospital & Nursing Home*

99 EAST STATE STREET GLOVERSVILLE, NEW YORK 12078 518.725.8621

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*The community's partner in health since 1894*

### **Patient Attendance Policy**

We request a 24-hour prior notification for rescheduling or cancellation of appointments. It is important that you communicate to us when you are unable to keep an appointment.

In light of the regional, state and nation-wide shortage of Primary Care Providers, we do monitor 'No Shows' and 'last-minute' cancellations.

NLH reserves the right to discontinue care from our practice if either of these types of cancellations occur 3 or more times.

### **No Show Policy**

It is the policy of the Primary/Specialty Care Center to properly follow up when a patient does not come to a scheduled appointment. The purpose is to ensure all necessary care is received by patients in a timely manner.

It is critical to the health of the patient that scheduled appointments are kept and the physician is able to render care as recommended.

#### **New Patients:**

1. Patients who desire to join the Nathan Littauer Hospital Primary/Specialty Care network of providers and fail to attend their initial confirmed (personally with patient/guardian vs via voice mail) appointment, may not be allowed to establish.
2. If the patient reschedules an unconfirmed, new establishing appointment, the next appointment will only be allowed as last available of day. This includes appointments when patients are transferring within the system and again No-Show this appointment.

#### **Established Patients:**

1. Patients who do not keep their appointments will be contacted for rescheduling. Patients will be reminded that 24-hour notice of cancellation is required.
2. Appointment cancellations and no shows will be properly documented within the Electronic Health Records.
3. Chronic No-Shows and Cancellations will be considered for discontinuation of care from the Primary Care Center Practices.