



UC Health Weight Loss Center Attendance Policy

Effective 11/20/18

We respect your time. That is why we are implementing a policy around appointments (late, no show & cancellations). We hope this policy will help with our continued focus on better serving our patients and providing excellent customer service.

1. Arrival Time:

- a. Patients are expected to arrive 15-20 minutes before scheduled appointment time. This allows time for check in and optimizes time with your provider. Please note that children will not be allowed in the appointment.

2. Arriving Late to Appointment:

- a. Patients must arrive on time for any scheduled appointment that is a class. **There is no late arrival grace period for any class.** If the patient arrives after the class start time, the patient will need to reschedule.
- b. Patients arriving 15 minutes or later to any individual scheduled appointment may be asked to reschedule their appointment.

3. Cancellations & Rescheduling of Appointments:

- a. We require 24 hour cancellation or rescheduling notice for all office appointments. This includes fitness evaluations with our Drake Partners.
- b. Cancellations less than 24 hours in advance will be considered a “no show”.

4. Dismissal from Practice:

- a. Should a patient “no show” their regularly scheduled office appointment 3 times with any of our UC Health Weight Loss Center providers, it may result in dismissal from the practice.

Patient Name: _____

Patient Signature: _____ Date: _____

*** This policy is subject to change at any time***