



## His Branches Health Services

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### Grace Family Medicine

340 Arnett Blvd., Rochester, NY 14619  
Phone: (585) 235-2250 • Fax: (585) 235-0011  
Web: www.gfm3.org

### Joy Family Medicine

918 N Goodman St., Rochester, NY 14609  
Phone: (585) 697-0004 • Fax: (585) 697-0046  
Web: www.joymed.org

## CANCELLATION POLICY

**Due to our desire to provide quality care, we find it necessary to have Cancellation and Lateness Policies.**

1. If you **need to cancel or change** your appointment with us, **please call us** at least 24 hours prior to your scheduled appointment.
2. If you **do not show** or **do not call** to cancel at least 24 hours before your appointment, you will receive a letter and **may incur a \$25 charge**. After more than 3 missed appointments like this within 12 months you will be **asked to find another doctor**.

## LATENESS POLICY

**Our providers have many patients on their schedules, usually one every 15 to 30 minutes. Therefore, promptness is necessary to provide you with the treatment you deserve.**

1. **Please check in** with the secretary as soon as you arrive.
2. If you **arrive more than 5 minutes late**, it will be at your provider's discretion to treat you for the remaining time or reschedule your appointment.
3. If you are **chronically late (multiple and/or consecutive times)**, the provider may discuss with you an **alternate treatment** time or possible **dismissal** from our practice.
4. If you **arrive early**, the provider will try to accommodate you. This may not always be possible.

**We appreciate your consideration in helping us provide prompt, quality service.**

**I have read and understand these Cancellation and Lateness Policies.**

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date