



Dear Valued Patient:

Thank you for selecting the WellStar Medical Group. We are honored that you have chosen us as your health care provider. Our goal is to provide you and all of our patients with the highest-quality, individualized medical care in a timely and respectful manner.

Our commitment to our patients is that we will do our best to provide same-day access for sick visits and will make every attempt to see you at your appointment time for routine scheduled appointments. Last minute cancellations and not arriving on time for appointments are an inconvenience that affects other patients who are scheduled to be seen that day. We have developed a WellStar Medical Group policy regarding no-shows and late cancellations in order to help us meet our goal. Having such a policy enables us to better utilize available appointments for all of our patients in need of medical care.

Cancellation of an Appointment

If you are unable to keep your appointment, please call your WMG healthcare provider's office promptly, so that this time can be reallocated to someone who is equally in need of care. If you must cancel your scheduled appointment, we require that you call at least 24 hours in advance if you are seeing a primary care physician (Internal Medicine, Family Practice, Pediatrics or ObGyn) or at least 48 hours in advance if you are seeing a specialist. Appointments are in high demand, and your early cancellation will give another person access to that appointment time. A **late cancellation** is when a patient fails to cancel his or her scheduled appointment with 24-hours advance notice for primary care or 48-hours notice for specialty care.

How to Cancel Your Appointment

To cancel appointments, please call your WMG healthcare provider's office, or utilize MyChart's "Appointments – Cancel an Appt" function.

Missed Appointment or "No-Show"

A **no-show** is someone who misses an appointment without cancelling it at least 24 hours in advance for a primary care visit or at least 48 hours for a specialty visit. Failure to be present at the time of a scheduled appointment, or arriving 15 minutes or more after your scheduled appointment, will be recorded as a no-show. Patients may be subject to dismissal from the practice on the third occurrence of a missed appointment or no-show, or a combination of either.

Again, we appreciate you placing your trust in the WellStar Medical Group for your healthcare needs.

Sincerely,

WellStar Medical Group