

# iSpine Pain Physicians

RESTORING FUNCTION. RENEWING HOPE. CHANGING LIVES.

## Consultation Attendance Policy

To ensure that each patient is given the proper amount of time allotted for their consultation and to provide the highest quality care, it is very important for each patient arrive at their check-in time with their photo id and insurance card.

As a courtesy, an appointment reminder call, text or email is made/attempted. However, it is the responsibility of the patient to arrive for their check-in on time.

To cancel your appointment, please call 763-201-8191. If you do not speak to someone in the referral department, please leave a message, and we will return your call. If the clinic is closed it is important that you still leave a message and you will be contacted at the resume of normal business hours. If you prefer, you can utilize the patient portal to notify iSpine if you need to cancel your appointment. The same notification requirements apply for the patient portal as a phone call.

**Late Cancellations:** A late cancellation is when an appointment is canceled less than 24 hours prior to the patients' check-in time.

**No call/no show:** A "no call/no show", is when a patient misses their appointment without canceling it prior to their check-in time.

A failure to be present at the check-in time of the appointment will be recorded in the patient's chart as a "no show". Two no-shows appointments within six months rolling period, will result in the patient being required to have a new referral sent before they can schedule any appointments. If a patient has ***one*** no call/no show at our St. Cloud outreach location, they will only be able to reschedule their consultation at our Maple Grove or Chaska locations. The patient will be contacted to schedule once the referral has been received.

Calling to notify iSpine that you will be late for your check-in time does not excuse you from this policy.

At the discretion of the clinic administrator your chart may be reviewed in regard to your attendance and additional action may be taken.