

APPOINTMENT CANCELLATION POLICY

At Aspirus, we understand that unexpected situations may come up that would require you to cancel or change a scheduled appointment.

In the event that you need to cancel or change a scheduled appointment, we ask that you contact your provider's office at least 24-48 hours prior to your scheduled appointment time to cancel and reschedule to another day and time.

This advance notice will allow us to serve you and all of our patients better by:

- Allowing you to immediately reschedule your appointment to a new time and day that works with your schedule.
- Opening up your appointment slot for another patient who may be waiting to be seen by the same provider.

Failure to appear for your scheduled appointment without prior notification will be considered a "no-show". Repeated "no-show" instances may result in termination from the clinic practice.

In an effort to help our patients remember their appointments, Aspirus will:

- Provide phone call reminders 24-48 hours in advance of your scheduled appointment. We ask that you listen to these messages in their entirety as they may contain instructions for your appointment.
- Provide appointment reminders via MyAspirus, which is our secure, online portal. Please ask your provider's office for more information on signing up.

**Thank you for
your cooperation!**

