

**Chelmsford Primary Care**  
**MISSED APPOINTMENT POLICY**

Our practice will do our very best to accommodate all our patient appointment requests.

In order to eliminate valuable unused appointment times, we require a minimum of a 24-hour notice to cancel or reschedule any appointment so that we can offer that time slot to another patient.

*Appointments not cancelled with 24-hr notice may result in a \$35 Missed Appointment Fee.*

*Excessive cancelling/rescheduling appointments without a 24-hr notice  
will result in possible dismissal from the practice.*

**Reasons you should go to your PCP Appointment**

- 1. Seeing your provider regularly can help identify and manage chronic diseases, like diabetes, heart disease, or asthma**
- 2. Establish a strong relationship with your provider and care team**  
When you have a strong relationship with your provider and care team, communication improves, your care team knows more about your medical history, and they can better treat your medical needs
- 3. Early Detection**  
Your provider will order age-appropriate screenings, like mammograms and colonoscopies that can identify diseases that are more effectively treated when diagnosed early
- 4. Disease Prevention**  
Your provider can identify the signs and symptoms that may lead to chronic disease, like high blood pressure or weight gain, and can help you make changes to your diet or lifestyle that can delay the onset of disease
- 5. If you cancel or no show, you may have to wait several days or weeks to get a new appointment**  
Many provider's schedules fill up a few weeks in advance, making it difficult to reschedule a cancelled or missed appointment