

## LATE ARRIVAL POLICY

At First Medical Associates, we are committed to providing timely and focused care to all of our patients. To ensure our providers can stay on schedule and give every patient the attention they deserve, we have established the following late arrival policy:

- **New Patient Arrivals:** New patients must arrive 30 minutes prior to their first scheduled appointment.
- **Grace Period:** We allow a 5-minute grace period for late arrivals for all appointments for established patients.
- **Accommodation:** If you arrive within the 5-minute grace period, we will do our best to accommodate you immediately, provided our schedule allows .
- **Rescheduling:** If you arrive more than 5 minutes late, or if your provider is fully booked and unable to see you without significantly delaying other patients, your appointment will need to be rescheduled. In this situation, our staff will offer you the following options:
  - **See an Alternate Provider:** We can check to see if another provider has immediate availability.
  - **Reschedule:** We can reschedule your appointment for a convenient date and time.

We understand that delays can happen, and we appreciate your understanding and cooperation in helping us maintain a smooth schedule for all patients. If you anticipate being late, please call us as soon as possible.

