

Our Missed Appointment Policy

It is important to keep your appointment.

- We care about you and your healthcare needs, and the needs of other patients in the community.
- Missing your appointments without cancelling can keep other patients from being able to see their doctor when needed.

When you have an upcoming appointment, we send several reminders including text, e-mail, phone call and MyChart messages.

If You Cannot Keep Your Appointment

If you must cancel or change your appointment, call and cancel **as soon as possible, at least 24 hours before** your appointment time.

To cancel or change your appointment, **call 1 (888) 824-0200** or, go on line to: **<https://mychart.uchospitals.edu>**

Arriving for Your Appointment

Always arrive at least 15 minutes before your appointment time, unless you were told differently from your doctor or care team.

If you arrive late for your appointment we will make every effort to see you. We may need to see you at a later time or day to make sure other patients are seen on time.

Our Policy for Missed Appointments

A missed appointment is:

- An appointment you miss without giving notice

A late cancellation is:

- An appointment you cancel less than 24 hours before the appointment time (if the reason is not related to an insurance issue)

For returning patients: After missing or late canceling 3 appointments in a 12-month period, you may not be allowed to make another appointment and may need to find a new doctor.

For new patients: After missing or late canceling 2 appointments in a 12-month period, we may not be able to give you another appointment.

If you can no longer see a doctor because of a late cancel or missed appointment, you will get a letter from UChicago Medicine. Returning patients will have 30 days to find another doctor.

**To Make or Cancel an Appointment, call 1 (888) 824-0200
or, go on line to: <https://mychart.uchospitals.edu>**