



## APPOINTMENT POLICY

Welcome to AID Upstate. We are honored that you have chosen us as your specialty health care provider. Our goal is to provide the highest quality care for all of our patients in a timely and respectful manner.

**You should plan to arrive 20 minutes prior to your scheduled time. You will need to bring your insurance card, a photo ID and all of your medications with you for each appointment.**

We ask that you allow plenty of time to get to the office for your appointment. We will strive to stay on time. From time to time a patient emergency arises and we may be running late for your visit. You will have the option to re-schedule or stay to be seen and we will keep you informed of how long of a delay you may experience.

If for any reason you must cancel or change your appointment, it is important that you give our office at least 24 hours notice to offer that spot to someone else.

Lab results are an important part of your medical visit. If you come to your appointment without having done your labs, your appointment will be rescheduled.

It will be considered a missed appointment if:

- You do not give a 24 hour notice before your appointment time
- You do not call within 1 hour of your appointment in the event of an emergency
- You fail to have your labs done for your appointment

You may leave a message on our voicemail to cancel your appointment. Please leave a number where you can be contacted so we can reschedule your appointment. If you do not cancel please be aware that a missed appointment letter will be mailed to you. Our office may also contact you by telephone about your missed appointment.

**Patients in case management who miss 2 consecutive appointments must meet with their case manager before a new appointment time is given.**

I have read and understand the AID Upstate appointment policy.

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Printed Name

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Signature

Date

Greenville Office-864-250-0607      Anderson Office-864-226-9505