

## LATE ARRIVAL POLICY

The appointment time you are given is when you are expected to be in the exam room or operating room. We require that new patients and established patients come in 30 minutes early to complete paperwork. If you do not arrive 30 minutes early, you may not have enough time to complete the necessary paperwork. Arriving late means not arriving 30 minutes prior to the appointment time.

It is the policy of Privium Consultants LLC that patients are to arrive on time. Patients who arrive late for visits or procedures cannot expect or demand to be seen. Other patients who have arrived on time expect to be seen at their allotted appointment time. Many appointments are scheduled for only 15 minutes. Arriving late by even five minutes will affect the schedule. We have a limited number of exam rooms and only one operating room. Because of this, seeing one late patient will make the schedule run late for the rest of the day. This is not considerate to the other patients who have arrived on time.

There are many things that can occur to make patients late; i.e. car trouble, traffic, parking, etc. We understand that this can happen, but we cannot change the schedule for the rest of the day to accommodate any of these reasons.

If you arrive late for any reason, please check in at the front desk. The practice manager or office manager will check the schedule for the day, and, if possible, offer you another available time the same day. For example, if another patient has cancelled or rescheduled and there is an open slot available, you will be offered the open time slot. If one is not available, an appointment on a different day will be offered to you. Please remind the staff if your medication will run out prior to this new appointment date.

We specifically ask that all new patients and existing patients with follow-ups arrive 30 minutes early. This request is made both verbally at the time of scheduling your appointment and is heard on our recording when you are on hold with our office. We also request that patients who will be having a procedure arrive 30 minutes early when having a procedure with and without sedation. This information is also repeated on the recall slip.

There may be times when we run late, this is due to unforeseen patient clinical needs that we must accommodate. We respect our patients' time and will do all that we can to be on schedule.

I have read the late arrival policy and understand that if I arrive late I am not guaranteed that I will be seen the same day.

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Patient Signature

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Date