



GreenField Health

www.greenfieldhealth.com

Cancellation and “No-Show” Policy

Effective August 1, 2021

GreenField Health strives to provide each patient with the highest quality of care while attempting to accommodate your schedule for your convenience. Therefore, we provide reserved time slots for each patient to minimize your waiting and assure continuity of your care. While we are sensitive to the fact that there are times when emergencies and unanticipated events happen, cancellations, especially last-minute ones, along with patient no-shows, decrease our ability to accommodate the scheduling needs of the other patients.

LATE CANCELLATIONS/MISSED APPOINTMENTS (“NO SHOW”)

Please provide our office with 24-hour or 1 business day advanced notice (excluding Saturday and Sunday) to change or cancel an appointment. Patients who do not attend a scheduled appointment or do not provide 24-hour notice to change a scheduled appointment will be responsible for a \$50.00 service charge. ***This charge cannot be billed to insurance and must be paid on or before the next scheduled appointment.***

To cancel your appointment, please call 503-292-9560. If you do not reach someone from the office, you may leave a detailed message. Calling as early as possible in the day is appreciated, as this will give us ample time to offer your appointment to another patient who may be waiting to receive care.

- **After One (1) Late Cancel/No Show: You will be reminded of our Late Cancel/No Show policy.**
- **After Two (2) Late Cancels/No Shows: There will be a charge of \$50.00 billed to your account.**
- **After Three (3) Late Cancels/No Shows: There will be a charge of \$50.00 billed to your account.**
- **The patient will continue to be charged for each additional cancellation or no-show thereafter. In some cases, patients will be discharged if they have a record of too many cancellations or no shows at the discretion of the provider.**

LATE ARRIVALS

If you are running more than 15 minutes late, please call our office to reschedule. On occasion, we can work late arrivals into the schedule; however, this is at our discretion. If you arrive more than 15 minutes late, we may ask you to reschedule to meet the needs of those who are on time for their scheduled visit. If this happens, it will count as a missed appointment.

Thank you for continuing to choose GreenField Health for all your healthcare needs.

Sincerely,

GreenField Health Team



Tel: (503) 292-9560
Fax: (503) 292-9510



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9450 SW Barnes Road, Suite 100
Portland, OR 97225



Eastside Clinic
700 NE Multnomah, Suite 400
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