



Cancellation/No Show/Late for Appointments Criteria

Cancellation/ No Show Policy:

We understand that there are times when you must miss an appointment due to emergencies or obligations for work or family. However, due to the need to ensure prompt care and to minimize waiting time ***we require that, if you must change an appointment, please give us at least 24-hour notice.*** This courtesy makes it possible for us to serve other patients. Please call a Scheduling Coordinator at (802) 365-4331 to cancel or change an appointment.

Scheduled Appointments:

We understand that delays can happen; however, we must try to keep the other patients and doctors on time. ***If a patient arrives 10 minutes past the scheduled time we may have to reschedule the appointment.***

Repeated cancellations or missed appointments may result in dismissal from the Practice.

Grace Cottage Hospital • Grace Cottage Family Health • Messenger Valley Pharmacy

PO Box 216, 185 Grafton Road, Townshend, VT 05353
(802) 365-4331 • www.gracecottage.org