



Appointment and Cancellation Policy

Our goal is to provide quality medical care in a timely manner. In order to do so we have an appointment and cancellation policy. The policy enables us to better utilize available appointments for our patients in need of medical care.

Scheduling Appointments

Our office hours are Monday through Friday from 8 am to 5 pm.

To schedule an appointment please call 940-764-5200.

For additional convenience our office has an automated system which calls our patients (2) two days prior to their scheduled appointment as a reminder. Please follow the prompts to confirm or cancel an appointment.

Cancelling an Appointment

We understand that sometimes patients will need to cancel an appointment. To be respectful of the medical needs of all United Regional Physician Group Primary Care patients, please call our office if you are unable to keep your appointment. We ask that cancellations be made by 11 am, at least one business day in advance of your appointment. Meeting this request will allow our office staff to reallocate your time for another patient who is in need of medical care.

To cancel your appointment, please call our office at 940-764-5200 and our staff will be glad to assist you.

Failure to Cancel an Appointment

Someone who misses an appointment, without canceling, is preventing another patient access to needed medical care.

Failure to keep your scheduled appointment will be noted in your medical chart. A courtesy call from our office staff will be made to notify you of your missed appointment and to reschedule the appointment, if needed. **If you miss three appointments without cancelling**, we will review your appointment history with the Director of Primary Care, and it may result in your dismissal from our practice.

We appreciate your willingness to comply with this policy and look forward to providing you with quality medical care.

Signature _____ Date _____