



## Late/No-Show Policy & Medication Refills

It is the policy of SIU Center for Family Medicine- Quincy that if a patient misses more than 3 appointments in 1 year without calling to cancel, they will be made walk-in only.

**\*\*Walk-in only** means that a patient cannot call ahead to schedule an appointment. A patient may come to the clinic during normal business hours: 8:30-11:30am and 1:30-4:30pm and they will be worked into the schedule as availability allows.

A patient is considered "Late" if they are more than 15 minutes late for their scheduled appointment. It is at the discretion of the provider as to whether the patient can still be seen or if they will need to reschedule.

In order to help our patients remember their upcoming appointments, a friendly reminder call will be made 2 business days before the appointment.

It is the policy of SIU Center for Family Medicine-Quincy that all prescription refills require a **2 business day** processing time. **This means that if a refill is requested on a Friday it may not be filled until the following Tuesday.**