



UMPQUA HEALTH NEWTON CREEK

3031 NE STEPHENS STREET
ROSEBURG, OREGON 97470

Patient Cancellation, Tardiness and No-Show Agreement

Umpqua Health Newton Creek strives to provide each patient with quality personalized attention and the best care possible. Patients who cannot make an appointment should call and cancel at least 24 hours in advance. This opens appointments for other patients needing prompt medical care. Whenever one patient “no shows”, another sick patient could have been seen in his/her place.

As a courtesy, Umpqua Health Newton Creek confirms each appointment by sending reminder texts in advance of each appointment.

However, it is the patient's responsibility to make or cancel appointments and to ensure current insurance information, mailing addresses and phone numbers are provided.

Umpqua Health- Newton Creeks follows the guidelines below:

No Show: A patient appointment that has not been cancelled at least 24 in advance of the scheduled appointment time.

When a no-show occurs the patient will receive a text stating they have missed an appointment and reminding them to cancel 24 hours in advance.

Late Arrival: A patient arrives past the scheduled appointment time.

If the patient arrives late and the provider is unable to work them into the schedule, they will reschedule for the next available appointment time. The patient may also go to the Urgent for immediate needs.

No-Show Patient Discharge: After the fourth patient no-show, the provider may choose to discharge the patient.

My signature below represents that I have read, understand, and agree to the terms of the Patient Cancellation and Tardiness and No-Show Policy.

Patient's Printed Name

Patients, Parent, or Guardian Signature

Date