



## Late Policy

As an appointment-based clinic, it is imperative that our customers and clinic staff establish a cooperative partnership to adhere to appointment times. All clinics in the Department of Family Medicine will make every effort to see our patients in compliance with TRICARE standards.

We strongly encourage patients to arrive 20 minutes prior to their scheduled appointment time. This allows for completion of the intake and time for your appointment. Patients who arrive more than 10 minutes late may be asked to reschedule.

If you cannot make your scheduled appointment, please reschedule by calling the appointment line 1 (888)-628-9633. This will aid in timely patient flow, help decrease patient wait times, and allow other patients to book appointments