



UNC Health Care
PO Box 4330
Chapel Hill, NC 27515-4330
www.unchealthcare.org

Medical Record No: 012345678910

LOCATION MESSAGE

BARCODE

JOHN Q. PUBLIC
123 MAIN ST
ANYTOWN, NC 27601-0001

Appointment No Show Communication

Dear JOHN Q. PUBLIC

You have missed, arrived late for, or canceled an appointment within 24 hours with:

SCHED PROVIDER
EXTERNAL NAME
PHYSICAL LOCATION
DATE
TIME

We want to give you excellent care in a timely manner. Clinic time and staff are here to meet your needs. When a patient does not show up for or cancels within 24 hours of the visit, that appointment time is often not able to be used by other patients. When a patient is late for a visit, clinic operations are disrupted and other patients are affected.

Your provider may dismiss you from EXTERNAL NAME if you miss, arrive late, or cancel your appointment within 24 hours more than three times in the next 12 months.

Going forward, we ask that you arrive for your appointment at the arrival time. If you show up late, we may not be able to see you and you may need to be rescheduled for another appointment. We understand that there are times when you may not be able to keep a scheduled appointment. Please call our office to cancel your appointment at least 24 hours in advance if you need to cancel or reschedule. This courtesy allows our staff to schedule another patient who is also in need of prompt medical care.

Thank you for helping us to serve you better. We look forward to seeing you. Let us know if you have any questions.

Sincerely,
EXTERNAL NAME

Please call us as soon as possible at PHONE NUMBER to reschedule your appointment if you have not already done so.