

PATIENT FAQ • ENGLISH

Appointment Attendance

We are making a change to how we handle missed and last-minute appointment changes. Here is what it means for you, in plain language. If anything here is unclear, please ask us — we would rather answer a question now than surprise you later.

Nothing about the care you receive is changing. This is only about how much notice we need when a visit has to move.

What is changing?

Starting January 1, 2027, we are asking for at least 24 hours' notice if you need to cancel or move an appointment. If we do not hear from you in time, that visit is recorded as an attendance event. Your first one each year carries no charge.

Why are you doing this?

We exist to care for people, and we cannot care for someone who is not here. When a visit is missed at the last minute, that time usually cannot be given to another patient who needed it. We would much rather fill the appointment than charge anyone a fee.

When does it start?

The policy takes effect January 1, 2027. We are telling everyone now so that no one is surprised. Nothing before January 1 counts.

How much notice do I need to give?

At least 24 hours before your appointment time. With that much notice you can cancel or move a visit as often as you need to, at no cost.

How do I cancel or reschedule?

Call us at 713-636-2621. You can also reply to your appointment reminder text. A voicemail left outside business hours still counts, as long as it comes in more than 24 hours ahead.

What counts as an attendance event?

Three things count the same way: not coming to a scheduled appointment, cancelling with less than 24 hours' notice, and rescheduling with less than 24 hours' notice. What matters is how much notice we get, not which word is used.

When should I arrive?

Please plan to arrive 10 minutes before your appointment time. That gives us time to check you in and start your visit on schedule, which keeps the rest of the day on time for everyone else too.

What if I am running late?

Please come anyway and let us know. If you arrive within 10 minutes of your appointment time, we will see you as scheduled. If you are a little later than that, we will still make every effort to see you. If your provider is no longer able to see you that day, we will tell you the next available appointment with your provider and with the clinic.

What if the office is running behind?

Then we will still see you, and there is no charge. If we were not ready for you the moment you arrived, we will never charge you for being late.

What are the fees?

Your first attendance event in a calendar year is free. After that, a late cancellation or reschedule is \$10, and a missed appointment is \$50. Those amounts stay the same no matter how many times it happens.

Does the count ever reset?

Yes. The count starts over every January 1.

Something serious came up. Do I still get charged?

Tell us what happened. Fees are waived for things like a hospital or emergency room visit, sudden illness for you or someone you care for, a death in the family, or bad weather. Beyond that list, your provider or the practice manager can waive a fee for any unexpected circumstance. We will not ask you for paperwork.

Will my insurance pay this?

No. Insurance does not cover missed appointment fees, so the charge is billed to you directly.

I have Medicaid or CHIP. Does this apply to me?

No. Medicaid and CHIP members are never charged an attendance fee.

What if I cannot afford the fee?

Please tell us. Patients on a financial hardship plan are never charged, and we would always rather solve the problem than send a bill.

How would I be charged?

If a fee applies, it is charged to the card you already have on file with us, and we send you a text telling you what it was for.

I think a charge is a mistake. What do I do?

Tell whoever you are speaking with, or call 713-636-2621 and ask for the practice manager. If a charge was made in error we refund it the same day.

What happens if this keeps happening?

After a third attendance event in a year, the clinic manager will call you — usually to find out whether something is getting in the way, like transportation, work hours, or appointment times — and to let you know that another missed visit could put your care with us at risk. After a fourth, your provider and our Medical Director review the situation together. In rare cases that can mean asking a patient to find another practice, but it is never automatic and always takes both of them.