



**Ascension  
St. John Hospital**

NEWLAND MEDICAL ASSOCIATES

**NO SHOW POLICY**

**Cancellation of an appointment**

In order to be respectful of the needs of our patients, please be courteous and call promptly if you are unable to attend an appointment; we require that you call 24 business hours in advance. Appointments are in high demand, and your early cancellation will give another person the possibility to have access to timely medical care.

**How to cancel your appointment**

To cancel appointments, please call (248) 552-0620. If you do not reach a receptionist, you may leave a detailed message.

**No show policy**

A “no show” is someone who misses an appointment without canceling it 24 business hours in advance of your scheduled appointment. No-shows inconvenience those individuals who need access to medical care in a timely manner. A failure to present at the time of a scheduled appointment will be recorded in your chart as a “no show.” The first time there is a “no show” you will be contacted and reminded of the policy. If there is a second “no show”, a fee of \$25 will be billed to your account. Three “no show” appointments will result in discharge from the practice and a letter will be issued.