

**BROKEN ARROW FAMILY CLINIC**

**SOONERCARE NO SHOW POLICY**

IF A SOONERCARE PATIENT FAILS TO SHOW FOR A SCHEDULED APPOINTMENT THREE TIMES, BROKEN ARROW FAMILY CLINIC MAY BEGIN DISMISSAL PROCEEDINGS WITH THE OKLAHOMA HEALTH CARE AUTHORITY.

IN ADDITION, THE PATIENT WILL NOT BE PERMITTED TO RESCHEDULE THE NO SHOW APPOINTMENT FOR LATER THE SAME DAY.

**SOONERCARE SIBLING APPOINTMENT POLICY**

FOR THE CONVENIENCE OF OUR PATIENTS, BROKEN ARROW FAMILY CLINIC ALLOWS SOONERCARE PATIENTS TO SCHEDULE APPOINTMENTS FOR PATIENTS AND THEIR SIBLING(S) IN ADJACENT APPOINTMENT TIMES SLOTS.

IF THE PATIENT AND SIBLING(S) FAIL TO SHOW FOR THEIR SCHEDULED APPOINTMENT, THE APPOINTMENTS WILL NO LONGER BE ALLOWED TO BE ADJACENT AND WILL BE REQUIRED TO BE MADE ON SEPARATE DAYS.

IN ADDITION, THE PATIENT AND SIBLING(S) WILL NOT BE PERMITTED TO RESCHEDULE THE NO SHOW APPOINTMENT FOR LATER THE SAME DAY.

**SOONERCARE LATE POLICY**

IF A SOONERCARE PATIENT ARRIVES 15 MINUTES OR LATER FOR A SCHEDULED APPOINTMENT, BROKEN ARROW FAMILY CLINIC RESERVES THE RIGHT TO RESCHEDULE THE APPOINTMENT.

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PATIENT NAME/DATE

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MEMBER/RESPONSIBLE PARTY