

LATE ARRIVAL POLICY

If a patient is more than **15 minutes** late for an appointment, the appointment may need to be rescheduled. This is to ensure that the patients who arrive on time do not wait longer than necessary to see the physician. You may be given the option to wait for another appointment time on the same day if one is available. We will try to accommodate late-comers as best as possible, but cannot compromise on the quality and timely care provided to our other patients.

New patients are encouraged to print off new patient paperwork from our website (drheydemann.com) and complete prior to coming in. Otherwise, **new patients** need to arrive at the office at least 15 minutes prior to the scheduled appointment to complete the paperwork. If a new patient's paperwork is not completed in a timely fashion upon arrival, we may need to accommodate other patients who arrive on time.

Our practice truly appreciates your compliance and understanding with this policy so that we can continue to provide excellent medical care as well as excellent customer service.

JACOB S HEYDEMANN M.D. PA

Patient Name

Signature