



4500 Business Center Drive, Fairfield, CA 94534

Patient Visit Guidelines

We are committed to providing quality medical care within a timely manner. The following appointment guidelines have been established by NorthBay Healthcare to help us provide you with the highest quality of care in the most respectful manner to you (patient) and the healthcare provider(s) you will see. These guidelines will help ensure that appointment times are available throughout the day.

1. Patients who No- Show three (3) appointments within six (6) months or No-Show four (4) appointments within twelve (12) months will lead to a disenrollment from a NorthBay Healthcare department.
 - a. If the thresholds of missed appointments are reached in a specialty clinic you may be referred back to your primary care provider. If Specialty services are still needed a new referral will need to be obtained, possibly outside the NorthBay Healthcare referral network.
2. Appointments cancelled the day of appointment will be considered a No-Show for the visit. Cancellations are required a minimum of one (1) business day (Monday – Friday) prior to your appointment to avoid No-Shows.
3. Please arrive at least 10 minutes early for your appointment. Patients who arrive more than 20 minutes late cannot be guaranteed their appointment or full treatment.

If you need to cancel or reschedule an appointment, please contact our office. We appreciate your attention to these guidelines.

If you have any questions about these guidelines, please feel free to ask any staff member.

Thank you for choosing NorthBay Healthcare.

Patient Name (Print): _____ **Patient Date of Birth:** _____

Signature: _____ **Date:** _____
(patient/parent/conservator/guardian/agent)

If signed by other than patient, print Legal Name: _____

Relationship to Patient: _____