



**Ballantyne  
Medical**  
ASSOCIATES

## Late Arrival Policy

Our doctors, medical assistants and staff aim to make your visit a pleasurable one. In our efforts to make your visit more comfortable and to minimize your wait time, our office has implemented a late arrival policy.

**If you are an established patient and you arrive 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 provider. 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 the email previously sent or website and fill it out prior to coming in.** Otherwise, new patients need to arrive at the office **at least 30 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 first who arrived on time and potentially need to reschedule the appointment.

The doctors and staff at Ballantyne Medical Associates truly appreciate your compliance and understanding with this policy so that we can continue to provide excellent medical care as well as excellent customer service. We apologize for any inconvenience this may cause, but it is in the best interest of all our patients.

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Patient Signature

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Date