

Exhibit A



Memorial PHYSICIAN PRACTICES

Late Arrival & No-Show Policy

We strive to offer you personalized care and build a collaborative relationship with you. We have reserved appointment times to accommodate your needs. Late arrivals, missed appointments or cancelled appointments without sufficient notice, creates a gap in our providers' schedule. These are appointments that could have been utilized to offer care to another patient.

- **Late Arrival –**

A patient is considered late when they arrive more than 10 minutes after their scheduled appointment time. When this happens, our team will check the calendars of other patients and providers. We will check you in for your visit if we can do so without disrupting the needs of other patients. If your visit disrupts other patients' needs, we will try to offer you an appointment later in the day with the same provider or with a different provider based on schedule availability. If none of these options work for our providers or for you, we will reschedule with the original provider at their next-available date.

- **No-Show –**

When a patient does not notify their provider's office of a need to cancel or reschedule and does not arrive for an appointment, this is considered a no-showed appointment. Frequent no-shows can cause challenges for provider offices when important time for patients goes unused. We will remind you of your upcoming appointment by text or phone several days in advance and give you the opportunity to let us know of any need to cancel or reschedule. If a patient is a no-show, we will alert you to ensure awareness. A patient who does not show up 3 times within 12 months may be dismissed from our practice.

If you know you must miss an appointment, please contact us within 24 hours before your scheduled appointment.

Following a first or second no-show, we'll provide you with a message in your patient portal or send a letter by mail. After a third no-show, a team of health system providers and administrators will consider your situation and medical needs and may determine to dismiss you from the practice.