



### Late Arrival Policy/On-Time Pledge

We respect your time and make every effort to stay on schedule. If you anticipate being late for your appointment, please notify us as soon as possible. We will make every effort to accommodate you and do so in most cases. **If you are more than 15 minutes late, you may be asked to reschedule.** This allows sufficient time to deliver high-level, quality care to you and all patients. We strive to deliver both excellent medical care and superb customer experience. Your feedback in upholding our pledge is welcomed.