



# Oklahoma City Indian Clinic

## Broken Appointment Policy

We here at the Oklahoma City Indian Clinic work hard to meet and exceed the expectations of all our patients and as always, we are dedicated to providing you with the best care and services possible.

Time is specifically reserved for you on our schedule. When sufficient notice is not given to cancel or change an appointment, it does not give us enough time to contact another patient who could come to the Clinic during your assigned time.

Because of the great need for our services and extensive waiting list, we have created the following **Broken Appointment Policy**:

**Failure to give a 24-hour notice to cancel your appointment, or failing to appear for your appointment (“no-show”) will count as a broken appointment. If you have three (3) broken appointments within a one (1) year period, your clinic privileges may be suspended for six (6) months. All pending appointments will be cancelled. No urgent care or walk-in services will be permitted during the suspension period.**

If you have been suspended and feel you should have your clinic privileges reinstated, please contact in writing our Chief Operating Officer, Lysa Ross at [lysa.r@okcic.com](mailto:lysa.r@okcic.com) or mail your concerns to:

Lysa Ross, COO  
Oklahoma City Indian Clinic  
4913 West Reno Avenue  
Oklahoma City, OK 73127

I have read and fully understand Oklahoma City Indian Clinics' **Broken Appointment Policy**.

---

Patient Signature/Parent or Guardian Signature

---

Chart Number

---

Date