

KCA NEUROLOGY

FRANKLIN | HERMITAGE | CLARKSVILLE

TARDY POLICY

KCA Neurology does its best to care for its patients and stay on schedule. We understand that life happens and unforeseen obstacles may hinder us from arriving at our scheduled appointment on time. If you arrive late to your appointment the following will apply:

- **Grace Period:** KCA provides a 10 minute grace period (meaning you can arrive 10 minutes after your appointment time without being rescheduled (THIS DOES NOT APPLY TO NEW PATIENT APPOINTMENTS))
- **Late Arrival Consequences:** If you arrive after the grace period, then you may be asked to reschedule your appointment, or you may have the option of being seen but with a longer wait time.
- **Communication:** It's important for you to notify the office if you anticipate being late. This will allow us the opportunity to make accommodations for you to still be seen (if possible).