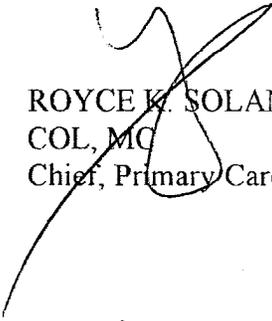


MEMORANDUM FOR Staff and Patients of the Primary Care Line

SUBJECT: Late Policy

1. **PURPOSE:** To outline the procedures to be followed for maintaining patient appointments.
2. **SCOPE:** This SOP is applicable to all personnel enrolled to USA MEDDAC, Evans Army Community Hospital, Fort Carson, Colorado.
3. **PROCEDURES:**
  - a. All patients are considered late for their appointment if they are not present 10 minutes past their scheduled appointment time.
  - b. All patients who are not booked in acute slots will need to reschedule. Front desk staff will aid the patient in rescheduling this appointment.
  - c. All patients with an ACUTE Appointment will be informed that they are late. The patient will be informed that they will be seen, but will need to wait until the provider has seen all of the patients who are on time. If the patient chooses not to wait, front desk personnel may assist the patient in rescheduling their appointment.
4. Any patients who are not satisfied with this policy must be offered an opportunity to discuss their concerns with the Head Nurse to see if an exception to the policy is warranted.
5. Any questions should be directed to Mr. Huffstetler, Careline Administrator at 526-7060.



ROYCE K. SOLANO  
COL, MC  
Chief, Primary Careline