



DEPARTMENT OF THE AIR FORCE
1ST SPECIAL OPERATIONS MEDICAL GROUP
HURLBURT FIELD FLORIDA

4 February 16

MEMORANDUM FOR 1 SOMDG BENEFICIARIES AND STAFF

FROM: 1 SOMDG/CC

SUBJECT: 1st Special Operations Medical Group No-Show/Late Arrival Policy

1. The 1 SOMDG's mission is to support the 1 SOW war-fighting capabilities and provide access to the highest quality medical care possible. Failing to show for appointments negatively impacts this mission by creating a lost opportunity for other patients to receive the care they need. In addition, when patients arrive late, subsequent patients are also negatively impacted, since the provider is unable to continue to see other patients on time.
2. A "**NO-SHOW**" is defined as any patient who does not keep a scheduled appointment or cancels less than 2 hours prior to a scheduled appointment. A "**LATE**" arrival is defined as any patient who arrives past their scheduled appointment time; in order to allow for proper screening, patients are requested to arrive 15 minutes prior to their scheduled appointment. The 1 SOMDG manages no-shows and late arrivals in the following manner:
 - a. Every effort will be made to see a late patient in an expeditious manner. Late patients **MAY** also be seen the same day by the originally scheduled provider **ONLY** when the quality of care is not impacted and/or undue delays are not created for subsequent patients. If this is not possible, clinic staff will assist the patient in rescheduling the appointment to another provider or team as close as possible to the originally scheduled appointment time. It is possible that the rescheduled appointment may be for another day.
 - b. It is mandatory for Active Duty (AD) members to attend scheduled appointments. Failure to attend these appointments will result in email notification to the member's First Sergeant and/or Squadron Commander. Appointments before 0900 need to be cancelled prior to close of business the previous duty day.
3. A monthly report will be sent to commanders identifying the number of no-shows accrued by AD and family members assigned to their unit. Questions regarding this policy letter may be directed to the 1 SOMDG Group Practice Manager at DSN 641-5943.

A handwritten signature in black ink, appearing to read "Cheryl", is positioned above the typed name.

CHERYL L. LOWRY, Col, USAF, MC, SFS
Commander