



To Our Coast Ultrasound Patients,

Coast Ultrasound always strives to provide the highest quality care for you and to maintain same-day access. We are also listening to your concerns about the length of time you wait to receive diagnostic ultrasound exams.

While there is no easy way to schedule urgent diagnostic ultrasounds and also maintain a strict scheduling policy, we are committed to improving your experience in our office.

To successfully do this we need your help with the following policies:

- NO Walk-in Policy:** We are asking that patients not walk in without an appointment. Walk-ins lead to increased wait times for scheduled patients. If you arrive without an appointment, we will schedule you for the next available appointment time.
Please Note: Scheduling you for the next available appointment time may require us to ask you to return later the same day or refer you to another location. To avoid having to return later, please call us before coming in.
- Late or Early Arrivals:** We ask that you arrive for your appointment on time. Late and early arrivals increase wait times for other patients. If you arrive more than 15 minutes late for your appointment you may need to reschedule. If you arrive more than 15 minutes early for your appointment, we would appreciate you not coming into the building until 10 min prior to your appointment time.

- Cancellation of Appointments: If you are unable to keep your scheduled appointment we ask that you go to text our office anytime of day or call our office during regular business hours to cancel and reschedule. Cancelling your appointment in advance will allow us to make better use of our available appointments for those patients in need of medical care.

We thank you for your feedback and we hope you understand that these policies are intended to help us complete your visit promptly. You are an important part of the healthcare team, so calling our office to schedule your appointment and cooperating with the policies above, will help us continue to improve on the timeliness of our care.

Sincerely,

Coast Ultrasound