



Patient Services

No Show Policy

Our goal at Astera Health is to provide you with safe, timely and efficient services.

Appointment time is limited, and no-show appointments may result in an unused slot. This impacts access for other patients and decreases the efficiency of care.

Patients must notify the office at least 2 hours in advance of their appointment to reschedule or cancel so we may offer the time to another patient.

When a patient misses an appointment, we will follow up with a letter explaining our policy. Additional letters are sent upon repeat missed appointments. When a patient misses three appointments without adequate notice within a 6-month period, he/she will be subjected to conditional scheduling.

Conditional scheduling means that you will not be able to schedule appointments. You will be able to access our walk-in Ready Care for acute symptoms only. If you have ongoing medical issues, you will need to establish care with a provider outside of our facility.

By implementing this policy, we honor patients who keep their scheduled appointments and ensure patients have access to care when it is needed.



218-631-3510

[asterahealth.org](https://www.asterahealth.org)