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University of Wisconsin Hospital and Clinics
600 Highland Avenue, Madison, WI 53792

**PAIN TREATMENT AND RESEARCH CENTER
ATTENDANCE POLICY**

Dear Patient:

The UW Pain Treatment and Research Center is committed to providing you with the best possible service, and to help you live the fullest possible life. We get the best results when we work in partnership with our patients. As partners in your care, we promise to meet with you regularly and work hard to help you. *We also must ask that you come to your appointments as scheduled and arrive on time.*

When you arrange an appointment, you will be given 2 times: the registration time and the time you will see the provider. *Your appointment officially starts at the registration time, 20 minutes before you see the provider.* This gives us time to check you in before you meet with the provider. Unless your appointment is made on short notice, you will receive a written reminder of both times in the mail before each visit.

- **No-Shows and Cancellations.** If you do not show up for your appointment, and if you do not provide at least *24 hours' advance notice* that you cannot be there, we consider it a *"no-show"* appointment. If you *do* provide 24 hours' advance notice, your appointment will be *canceled* without penalty.
- **First Visits.** If you no-show for your *first* visit to the Pain Treatment and Research Center, we will reschedule your appointment for *not less than three months later*. If you *cancel* your first visit, we will reschedule it for the next available opening.
- **Follow-Up Visits.** If you no-show for *two appointments within six months*, you may be *discharged* from care at the Pain Treatment and Research Center. (This includes medical, nursing, physical therapy, and psychology visits ordered through the Center.) If you are discharged, we will make reasonable efforts to notify you and your primary care provider.
- **Late Arrivals.** If you arrive **20 minutes late (or more) for your registration time**, we may not be able to see you on that day. You will have the option of waiting until a later open appointment slot that day (if available) or rescheduling your appointment.
- **Our Responsibility.** We understand that the responsibility for timely visits works both ways. We will try our best to see you at your scheduled time, and to provide advance notice on the rare occasion that we need to reschedule an appointment.

Your cooperation with these policies is appreciated. We look forward to working with you. Please keep the yellow copy of this form for your records.

The University of Wisconsin Hospital and Clinics, including the Pain Treatment and Research Center, has established policies and procedures for compliance with Title II of the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act (Section 504). If you are an individual with a disability and need an accommodation, please direct your request to the Clinic Manager at (608) 263-9550.

Patient Declaration: *I have read and understand the above policy, and agree to follow it. I have received a copy of this document.*

Patient Signature

Date

Time

(WHITE COPY – Return to Clinic YELLOW COPY – For Patient)