Westover Hills Primary Care
Appointment Policy

No shows and cancellations with less than 2 weekdays' notice are a significant problem for our small practice. Many practices overbook on purpose so that no-shows and cancellations won't limit access for other patients as well as cause a financial hardship for the practice.

When it comes to no shows and cancellations, we have three choices:

1. A strict policy; or
2. Overbooking (leading to long wait times at our office); or
3. Charging for no shows

We feel the strict policy is the best fit for our practice and we are proud of our ability to run on time.

Schedule an appointment by calling 210-802-3777. Administrative staff may only schedule routine well and follow-up exams; all acute needs must be evaluated by licensed medical personnel.

Schedule same-day appointments for ill visits. When one of our providers speaks with patients it is determined through triage how soon a patient needs to be seen. Our policy is to see patients with urgent-care needs the same day they call provided they call at least 2 hours before we close. Patients who arrive on time are seen at their appointment time.

Patients who have arrived on time will be seen ahead of those who arrive late. If you arrive late, we may need to abbreviate or reschedule your visit.

Call ahead if you are late or unable to make your appointment time. We will do all that we can to accommodate your appointment and to minimize the need to reschedule your appointment.

Turn off cell phones in the office and examination rooms.

We charge $25 for missed appointments and for appointments not cancelled with at least 48 hours notice. These charges will be your responsibility and billed directly to you. Please help us to serve you better by keeping your scheduled appointment.

Westover Hills Primary Care will reserve the right to dismiss patients for violating this policy. Violations include:

1. Not showing for scheduled appointments
2. Cancelling appointments with less than 2 weekdays' notice (excluding holidays)

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