**Appointment Policy**

At St. Vincent`s Sleep Disorders Center we are committed to delivering quality care to our patients.

When you schedule a sleep study with us, we reserve that time especially for you. We are committed to honoring this scheduled time for our patients. Therefore, it is *critical* you verbally confirm your appointment no later than 12 noon, the day of your sleep study. (Voicemails acceptable)

**Our Responsibility to You:**

* We promise to work with you to find a time that works best for you.
* We will call you in advance to remind you of your appointment.

**Your Responsibility to Us:**

* Appointments must be confirmed the day before your scheduled sleep study by responding to our confirmation call.
* If you miss our confirmation call or need a different appointment date, please contact us as soon as possible to either confirm or reschedule based upon current availability. (Voicemails acceptable)
* Arrive on time for your appointment. We may be unable to hold your appointment if you are more than 30 minutes late, without notice.

**What happens if you don’t confirm your appointment the day before your scheduled sleep study?**

* If you arrive for your sleep study that has not been confirmed and/or you are more than 30 minutes late for your appointment, your spot may be scheduled with another patient on our waiting list.
* If you no show twice, we will refer you back to the physician who referred you for the study.