

# FAQ

## How do we handle late patients?

First and foremost – make sure you run on time. If you are going to ask patients to value your time, you must honor their schedule as well.

**BEFORE YOU HOLD YOUR PATIENTS ACCOUNTABLE WHEN IT COMES TO SHOWING UP ON TIME, CHECK OUT THIS RESOURCE -**

**[What is Lombardi Time?](#)**

### **‘How late is too late?’**

10 minutes? 15 minutes? 30 minutes? When do we decide patients are too late to keep their appointment? If there's enough time to do SOMETHING, you still see them. Don't turn a patient away just because there isn't time to do everything you had scheduled.

### **‘What do we say to patients that show up late?’**

‘It's great to see you! I'm so glad you made it. We were worried about you. I want to be sure we make good use of your time – in the 30 minutes left in your reservation time, we'll go ahead and take your x-rays, have dr. come in and take a look then get you back for your cleaning’

If the patient reacts negatively, just listen. They know they were late. You don't have to point it out. Keep in mind, their frustration has nothing to do with you.

**'Can't we just go ahead and see them, even though they're late?**

Only if you want to set a precedence. Not only are you training patients that it's okay to be late, but you are also telling everyone that comes in after that patient that it's okay as well by punishing those patients that show up on time.