

Late Arrival, No Show, and Cancellation Policy

Your healthcare is very important to us, and we want to make sure that we are able to provide you with the most remarkable experience. We know that at times cancelling an appointment is unavoidable. However, repeatedly cancelling or missing appointments makes it difficult for us to provide you and our other patients with the appropriate care. The following policy is utilized by our clinic to address repeated cancellations and missed appointments that are patient initiated:

Late Appointment Arrivals

If you are 15 minutes or more late for your scheduled appointment, it will be at the discretion of the provider to work you in. If the provider is unable to work you in, you will be marked as a no show and our policy will be applicable.

No Show Occurrences

No Show: failing to come for your scheduled appointment is called a no show. A patient who calls at the time of their appointment to give an explanation for missing the appointment is still considered a no show.

Patients who do not keep their scheduled appointments are subject to no show fees. *Our clinic will charge a \$25 fee for the second and each subsequent appointment the patient does not show up for.* Patients who have 3 or more no shows may be dismissed from the practice, at the practice's discretion.

First No Show Occurrence: Patients will receive a phone call and a letter outlining our policy. Patients will be given the opportunity to reschedule their appointment with no fee incurred.

Second No Show Occurrence: in an 18 month rolling period: Patients will receive a letter outlining our policy and a \$25 no show fee will be assessed. Patients will be given the opportunity to reschedule their appointment.

Third No Show Occurrence: in an 18 month rolling period: May result in patient dismissal from the practice, at the practice's discretion. A \$25 no show fee will be assessed whether the patient is discharged from the practice or not.

Late Cancellation Occurrences

Late Cancellation: an appointment that is canceled by the patient with less than a 24 hour notice.

Cancelled appointments with less than a 24 hour notice, are treated as a late cancellation. Each late cancellation will be counted as an occurrence. Your provider reserves the right to combine no shows with late cancellations to dismiss a patient from the practice, using the guidelines below.

Any combination of 5 late cancellations/No Shows in a rolling 12 month period will result in dismissal from the practice.

Any combination of 7 late cancellations/No Shows in a rolling 18 month period will result in dismissal from the practice.

Cancellation Occurrences

Cancellation: any appointment canceled by the patient with greater than a 24 hour notice.

Repeated cancellations with more than 24 hours' notice can also result in dismissal from the practice at the discretion of the provider and practice manager.

5 Cancellations: in a rolling 12 month period can result in dismissal from the practice.

7 Cancellations: in a rolling 18 month period can result in dismissal from the practice.

If you have any questions regarding this policy, please feel free to call the Practice Manager, Sharon Kogel-Squeri, at 336-794-7600.