

## **Policy on No-Show Appointments**

To ensure that we have appointments available when needed by our patients we must reiterate our policy in regards to no-show appointments. This policy enables us to better utilize available appointments for our patients in need of medical care.

We understand that unplanned issues can come up and you may need to cancel an appointment. Unfortunately it has been our experience that most of the time un-kept appointments are not due to emergencies.

Recently we have experienced an increase in patients not keeping their scheduled appointments and not calling to cancel. As a courtesy, we confirm appointments via an automated voice/text service 1 week and 2 days prior to scheduled appointments. If we have a cancellation on the doctor's schedule, we like to offer the time slot to a patient on our waiting list, or who is calling for a same day appointment. Without notice of cancellation we are unable to do this. When a patient does not show up for a scheduled appointment, another patient loses an opportunity to be seen.

This policy outlines the charges that will be applied to the patients account if they fail to appear for a scheduled appointment. These charges are not covered by insurance. It is our policy to charge \$10.00 for a missed nurse visit, \$25.00 for a missed sick/follow up visit and \$50.00 for a missed well or long visit. To avoid this charge, patient appointments must be cancelled 24 hours in advance. On same day appointments a charge will apply if an appointment is made and not kept. In addition to these charges, we reserve the right to dismiss patients from our practice after three missed appointments in a 12 month period.

Thank you for being a valued patient and for your understanding and cooperation in regards to this policy.

Patient Name: \_\_\_\_\_

Parent Name: \_\_\_\_\_

Parent Signature: \_\_\_\_\_

Date: \_\_\_\_\_