



NO SHOW POLICY

The information listed below was designed to provide our patients with a detailed explanation of our No Show Policy. We encourage you to speak with a member of our staff should you have questions or concerns regarding this policy.

- ♦ **A Patient is notified of the No-Show Policy at the time of initial registration. The No-Show Policy is provided in writing upon the Patient's arrival. The Policy is also displayed on the Company's website.**
- ♦ **A Patient's appointment status is automatically or manually updated by marking the system "No-Show" when the Patient cancels an appointment less than twenty-four (24) hours prior to the scheduled appointment.**
- ♦ **By the end of the same day the appointment is missed, the clinical assistant and the scheduled Provider review the chart of the Patient who failed to present for his or her appointment.**
- ♦ **An appointment No-Show is followed up with a phone call by a staff member in the office. After three (3) attempts to reach the patient without success, a card or [Missed Appointment Letter](#) are forwarded by the office and a copy is placed in the patient file.**
- ♦ **After three (3) No-Shows the Patient will be counseled to come in as a same day appointment for any future appointments.**

Thank you for your cooperation in helping us serve you with the highest quality of health care services.