



Policy & Procedure: No Show Patients

If a patient is scheduled for an appointment and cancels that appointment no less than 24 hours in advance, the patient will not be charged a no-show fee.

If a patient is scheduled for an appointment but did not show up or cancel their appointment with no less than 24 hours advance notice:

1st No Show: The patient will not be charged a missed appointment fee for the 1st no show. In the event of an actual emergency and prior notice could not be given, consideration will be given, and a one-time exception MAY be granted at the discretion of the provider.

The patient will receive a communication that the first incident of no show is forgiven then warned the next 'no show' will result in a \$50 fee and suspension of scheduling appointments until that fee is paid.

2nd No Show: The patient will be charged a \$50 fee for the second no show. This fee must be paid before the patient can schedule an appointment.

Upon the 2nd no show, the patient's chart will be locked by the Scheduling staff so no appointments can be scheduled. Upon receipt of payment of the \$50 no show fee, the patient's chart will be unlocked and appointments can be scheduled.

Inclement weather or traffic incidents: If a patient cancels for inclement weather events or traffic incidents which affect their commute, the patient will not be charged the no show fee.

Medical Assistance Plans

The No Show Fee will not apply to patients with Medical Assistance.

Nursing Home Residents

Patients who reside at a nursing home and rely on transportation will not be charged for a missed appointment.