

No Show Policy

It is the policy of the Practice to monitor and manage appointment no-shows. Any patient who fails to arrive for a scheduled appointment without canceling the appointment less than 24 hours prior to the scheduled time is considered a “no-show.” A no-show patient is charged a fee, as established by the Practice, for failure to show. A patient who consistently fails to present themselves for scheduled appointments is considered a chronic no-show. A patient who is a no-show more than three times is suspended from the Practice for a period of three months. Once the patient returns and has a fourth No Show the patient is dismissed from the Practice.

PROCEDURES

1. 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, along with the Practice’s registration forms. The policy is also displayed on the Practice’s website.
2. A patient’s appointment status is automatically or manually updated by marking the system “N” for no-show when the patient’s appointment is not canceled within 24 hours prior to the scheduled appointment.
3. 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.
4. “No show” is denoted in the patient’s chart. The clinical assistant and the provider determine one of the following actions, which are documented in the patient’s chart:
 - a. No follow-up necessary.
 - b. Follow-up urgent. Locate patient immediately.
 - c. Follow-up necessary. Contact patient and schedule visit in ____ days.
 - d. Follow-up advised. Contact patient and schedule visit in ____ weeks.Date _____ Time _____ Clinical Assistant _____
Record details of the communication with the patient:

5. Action must be taken according to the decision of the clinical team reviewing the chart. If necessary, responsibility is assigned for follow-up. If the patient is to be contacted in the future, a recall is generated in the practice management system to alert the Practice that contact should be made in the specified time period. For non-urgent recalls, the Practice will send correspondence to the patient via secure e-mail or letter in the following format:

NO-SHOW CORRESPONDENCE

Name _____

We noticed that you missed your appointment!

Doctor _____

Date _____

Time _____

Your doctor has recommended that you return to the practice so that effective healthcare can be provided to you.

Please contact us at 702-313-8446 to schedule another appointment.

Thank you, _____

6. A patient who fails to present for his or her scheduled appointment more than once is considered a chronic no-show. This type of patient is only given certain appointment slots (e.g., the last of the morning).
7. A patient who fails to present for his or her scheduled appointment more than three times without the requested advanced notification is suspended from the Practice for a period of three months. Once the patient returns and has a fourth No Show the patient is dismissed from the Practice.