



No Show Policy/ Late arrivals/ Cancellation Policy

A No-Show is considered a scheduled appointment for which a patient did not present for appointment and there was no indication from the patient or legal guardian that they would not be presenting for the appointment at least 24 hours prior to the appointment time. A patient may be considered a no-show 15 minutes after the appointed time.

Patients that missed **two (2)** appointments in a 12-month calendar year will limit your ability to make future appointments.

Medical appointments:

- 1) You will receive a letter letting you know you have missed your first appointment.
- 2) Second letter will advise you that you have missed 2 appointments. You will then have the option to "Same week or Same Day" appointments for the remaining time of the year.
- 3) If a patient is in a same day/ same week appointment status and no shows a 3rd time during the calendar year, they will be placed in a "sit and wait" status on a space available basis.

Dental Appointments:

- 1) You will receive a letter letting you know you have missed your first appointment.
- 2) Second letters will advise you that you have missed 2 appointments. You will then have the option for next available appointment.

Behavioral Care Appointments:

- 1) You will receive a letter letting you know you have missed your first appointment.
- 2) Second letter will advise you that you have missed 2 appointments. You will then have the option to schedule a 30-minute same week appointment with the designated Behavioral Health Clinician (BHC). After appointment with designated BHC you will be able to schedule an appointment with your regular Behavioral Health clinician.
- 3) In the event you continue to miss appointments you would repeat option two the remaining of the calendar year.

Please keep in mind that no shows or cancelled appointments can affect your treatment outcome, delay your treatment progress, or affect your ability to attend your appointment in a timely manner or to other patients due to the limited appointment that are available

After December 31 you will then be able to make regular advance scheduled appointments with us.