

No Show Policy

Policy: Patient “No Shows” or last minute cancellations create barriers to access for other patients as well as waste the resources of MS&J. **“No Shows” are defined as cancellations with less than four (4) hours notification. Patients are allowed two “no shows” within a rolling 12 month period.**

Procedures:

NOTE: Front Office in concert with the Practice Administrator (PA) may use judgment in determining if a patient should not be charged with a “no show”. For example, if a patient has a family emergency and calls soon after appointment to apologize and explain, the “no show” would not be assessed.

No Show Policy will be posted at the Reception Desk.

Within a rolling 12 month period:

1st No Show: PA will send letter to patient acknowledging missed appointment and letting them know that they will be charged \$25.00 if they miss their next visit and that they will be discharged and/or no future appointments will be scheduled for third no show. The patient’s primary care and referring physician will be copied on the letter.

2nd No Show: Patient will be billed for a \$25.00 No Show Fee and notified by letter that they will be discharged and/or no future appointments will be scheduled for third no show.

3rd No Show: Certified Discharge letter/Letter notifying patient that no future appointments will be scheduled.