



Missed Appointment / No Show Policy

The definition of a missed appointment is when a patient does not show up for a scheduled appointment without **sufficient** notification, or any notification at all. In other words, if we do not have a reasonable amount of time to fill that empty slot, it will be considered a missed appointment. We ask for notification **24 hours in advance** if you know that you will not be able to make your appointment. We are very understanding about certain situations. Some notification is always better than none, and we are usually willing to take that into consideration. **If a patient is at least five minutes late to any appointment, it will be considered a missed appointment, and the appropriate action will be taken...**

We do have the right to charge for missed appointments, and our policy is as follows:

For established patients:

- 1st missed appointment within the period of one year - **No charge** (we allow one missed appointment as a “freebie” because we know that sometimes things happen beyond our control...!)
- 2nd missed appointment within the period of one year - **\$40 charge** with warning...!
- 3rd missed appointment within the period of one year - **Discharged** from practice

Exception: **Missed** appointments scheduled for the same day as a **work-in** will **ALWAYS** be charged a \$40 fee

Exception: **Missed** appointments for an **ultrasound diagnostic study** will **ALWAYS** be charged a \$40 fee

For new patients:

- 1st missed appointment - **No charge** (a warning letter will be sent)
- 2nd missed appointment - **\$80 charge** (must be paid before any further appointments can be made)
- 3rd missed appointment - **No further appointments will be allowed**

We will provide a confirmation call the day before your appointment as a reminder. This is a **courtesy call** and **does not** release you from your appointment obligation if we are unable to reach you to confirm your appointment, or we are unable to make that call for some reason.

We would sincerely like for everyone to understand that missed appointments without notification are extremely unfavorable to our practice. With healthcare the way it is in this country, it is difficult to maintain the standards of quality that we demand of our providers and other staff, and when schedules are disrupted, it can be disastrous. **All we ask is for a simple phone call or email to let us know that you cannot make your appointment!** If you need to notify us after hours that you will not be able to make a scheduled appointment, we have an answering service available 24/7 that will be happy to take your message.

If you would like to reschedule your appointment, or have any other questions or issues, please feel free to contact us at any time at 386-755-0421, or visit our website at www.healthcareinstitute.net

Please signify understanding of this policy with your signature...

Patient Signature

Date