



No-Show, Late, & Cancellation Policy

Description:

“No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.

Policy

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations.

The Pulmonary & Sleep Institute’s goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

Procedure

I. A patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.

II. Established patients:

- a) Appointment must be cancelled at least 24 hours prior to the scheduled appointment time. No-Show patients should be called and the “why” should be documented. No-Show patients will be charged \$50 if they don’t inform us at least 24 hours prior or if they don’t have a compelling reason.



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- b) Staff should document their attempts at contacting the patient, what was said to the patient and the patient's response.
- c) In the event a patient arrives late as defined by "late arrival" to their appointment and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for their provider, a reminder will be placed for the patient to call to make a future appointment once the schedule opens.
- d) In the event a patient has incurred 2 documented "no-shows" and/or "same-day cancellations," a letter will be mailed to them reminding them to reschedule their appointment. The referring patient will also be sent an email or letter letting them know of the same. See Annexure for letter.
- e) In the event a patient has incurred three (3) documented "no-shows" and/or "same-day cancellations," the patient may be subject to dismissal from Pulmonary & Sleep Institute. See Annexure 2 for "Letter to Non-Compliant Patient"

The patient's chart is reviewed, and dismissals are determined ONLY by the provider.

III. New patients:

- a) Appointments must be cancelled at least 24 hours prior to scheduled appointment time or you will be charged \$50.
- b) In the event of a no-show, the Pulmonary & Sleep Institute may require a new referral sent from the referring physician. The patient must be called, and staff document the reason for "No-Show"
- c) In the event a patient has incurred 2 documented "no-shows" and/or "same-day cancellations," a letter "Missed Appointment Reminder" will be mailed to them reminding them to reschedule their appointment. The referring patient will also be sent an email or letter letting them know of the same. See Annexure for letter.



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- d) In the event a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subject to dismissal from Pulmonary & Sleep Institute. See Annexure 2 for “Letter to Non-Compliant Patient”

The patient’ s chart is reviewed, and dismissals are determined ONLY by the provider.