

DICKERSON PEDIATRICS, P.A.
ADMINISTRATIVE POLICIES AND PROCEDURES
“NO-SHOW POLICY”
EFFECTIVE APRIL 1, 2011

POLICY:

This policy will be prominently displayed in OUR office, given out with new-patient paperwork, displayed on the website, put in quarterly newsletter, and displayed in each exam room.

All insured and non-insured patients will be charged a \$25.00 “no-show” fee on the second and third missed appointments, and dismissal from the practice may result after a subsequent no-show.

Cancellations are requested within 24 hours when possible.

PURPOSE:

To improve scheduling opportunities and encourage patients to call and cancel their appointments in a reasonable amount of time (24-hours when possible), which would allow for better use of patient, staff and physician time.

- ❖ **1st No-Show** – the patient will receive a phone call informing them they missed their appointment and another missed appointment, without notifying the practice, will result in a \$25.00 fee.
- ❖ **2nd No-Show** – the patient will receive a letter informing them that they have now missed two (2) appointments without notifying the office and they will be charged a \$25.00 fee.
- ❖ **3rd No-Show** – the patient will receive a certified letter informing them that their account has been flagged as habitual no shows and that another no-show may result in dismissal from the practice. They will again be charged a \$25.00 fee.
- ❖ **Patients who No-Show a double appointment**, bringing in two or more children at the same time, will be restricted from scheduling double appointments in the future. A note will be entered into the Practice Management System.