



Patient Information

Subject: No-Show, Late Arrivals, and Cancellations

Definitions:

No-Show: Any patient who fails to arrive for a scheduled appointment, without prior notification of one (1) business day in advance, is considered a no-show.

Late Arrivals: Patients who arrive 15 minutes past their designated arrival time for a scheduled appointment.

Cancellations: Patients who call at least one (1) business day prior to his/her scheduled appointment to notify the practice that he or she will not be able to keep their designated appointment time

No-Shows

Patients who do not call to cancel more than one (1) business day in advance and/or fail to arrive at the end of the session or their scheduled appointment will be marked as a 'no-show' in the electronic medical record

Late Arrivals

Patients who arrive after their scheduled appointment time within the electronic medical record are considered late. Patients will be provided a 15-minute grace period past their designated arrival time for a scheduled appointment. The practice will be responsible for communicating with the patient during time of service.

Cancellations

If a patient calls to cancel an appointment in less than one (1) business day prior to his/her scheduled appointment, the appointment will be cancelled in the electronic medical record.

