

No Show/Cancellation Policy

Established patients who fail to keep their follow up appointments will have a notation in their chart and a phone call will be made to that patient. The only patient's that do not get called are New Patient's, Problem New patient's that were not referred to the practice and yearly pap's with no history of abnormalities. After three failed attempts to reach the patient, a triage is sent to the doctor to inform her of the no show and to advise the staff of the next step. Depending on the reason for the patient's missed appointment, a certified letter may be sent to the patient to contact the office as soon as possible to ensure their good health. This is only in cases of serious health problems such as abnormal Pap's, Colposcopy's, Leep's, etc.

After two missed appointments without calling to cancel or reschedule the patient is sent the No Show Warning Letter regarding our policy on missed appointments and termination. This is documented in the chart on the memo line and on the clip board. A copy of the letter is maintained in the document section of the chart as well. If patient's call they are also verbally given this information, but a letter is still sent.

If after three or more missed appointments the No Show Termination Letter is sent regular and via certified mail to the patient. Their account is marked in active (terminated).

New patients who schedule appointments and do not show will not receive a phone call from the office. If a new patient was referred by another provider, we will contact that office and make them aware that the patient did not show for the scheduled appointment.

Updated 3/28/2013