

## **NO-SHOW POLICY**

*Quality Care for our patients is a top priority. In order to provide the highest quality care in a timely manner, we have established a No-Show Policy. This policy enables us to better utilize available appointments to meet your healthcare needs, many times within the same day.*

*Please take a few minutes to review the policy and sign at the bottom of the form. If you have any questions please let us know.*

### **DEFINITION OF A NO-SHOW POLICY**

*Oakwood defines a “No-Show” appointment as any appointment in which a patient does not show for an appointment, call to cancel, or shows up more than 15 minutes late.*

### **Impact of a No-Show Appointment**

*No-Show appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” a scheduled appointment it:*

- *Potentially jeopardizes the health of the “no showing” patient*
- *Is unfair (and frustrating) to other patients that would have happily take the appointment slot*
- *Disrespects the time of the physician and staff*

*When you schedule an office visit with us, we expect you arrive at our practice at least 15 minutes prior to your scheduled appointment. This allows time for our staff to address any insurance or billing questions and/or complete any necessary paperwork before your scheduled visit.*

*While we ask that you avoid cancelling or rescheduling a scheduled visit with less than 24 hours’ notice, we do realize that things come up. In this situation, we still ask that you contact our office as soon as you realize that you need to cancel or reschedule. It is always better to call rather than “no-show/no-call”.*

### **Consequences of “No-Show” appointments**

- *A patient with 2 no shows in the previous 8 visits, **may** schedule an appointment for a future date.*
- *A patient with 3 no shows in the previous 8 visits, **may not** schedule a future appointment. Based on their previous no show history they will be instructed to call back to make a same day visit when convenient for them.*
- *If a patient has more than 3 no-show/same day visits they are subject to termination from the practice at the physician’s discretion.*

*I have read and understand the Oakwood “No-Show” Policy as described above.*

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*Patients Signature*

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*Date*