

No Show /Late policy

The goal of All Physician Services Group practices is to provide comprehensive and timely care to each and every patient at all times. Our expectation and ability to do so depend upon each patient or guardian's efforts to maintain and show for all scheduled appointments. Missing appointments is a detriment to the patient as well as the clinic's ability to operate in an effective manner. Therefore, note the following policies and procedure for "No Show" and "Late Show" appointments effective **February 1, 2019**.

"No Shows"

What is a "No Show"?

***A patient missing a scheduled appointment without, a twenty-four (24) hour cancellation or rescheduling notice**

What is the impact of a "No Show"?

- *Missing the appointment may jeopardize the health of the "No Show" patient**
- *Missing the appointment denies care to other patients who are in need**
- *Missing the appointment disrupts patient flow**

How can I avoid being a "No Show"?

***Confirm you appointment via the reminder call or text messaging reminders**

***If you have to cancel or reschedule an appointment provide a twenty-four (24) courtesy call OR notify us as soon as you are aware you need to reschedule**

The twenty-four (24) hour notice allows our office a reasonable amount of time to reschedule the patient's appointment AND allows us to reschedule another patient in the vacant slot.

What happens if I have too many "No Shows"?

The consequences of missing three (3) or more consecutive scheduled appointments in a twelve (12) month period, without informing our office of the need to cancel or reschedule the appointment (i.e. No Show) within 24 hours, will result in the patient being seen as a "Walk In" whereby we will see you when and **IF** a provider is available. **IMPORTANT NOTICE:** While in this designated status we will make our best efforts to see you but offer no guarantee, as other scheduled appointments will be given priority. **NOTE:** ACUTE appointments will be given priority and the office will make its best our best efforts to schedule all urgent needs, and same day appointments, based upon medical necessity and the provider's approval.

"Late Shows"

What is a "Late Show"?

***A patient arriving fifteen (15) or more minutes after the scheduled appointment time is considered Late.**

Every patient is granted a fifteen (15) minute "grace period" for a scheduled appointment. We understand things come up and the patient and/or guardian may have to modify their personal schedule. In those instances when you know you will be late, we ask that you place a courtesy call to inform the office staff of your tardiness. This will allow us to plan for your expected arrival and manage our complete schedule. **NOTE:** we will make our best efforts to see you but **offer no guarantee** as other scheduled appointments will be given priority. If you do not provide the office with a courtesy call, it will be the provider's decision to work you in to be seen or reschedule the appointment.

Consequences

Non-compliance and/or abuse of these policies and procedures may result in your discharge from the practice. If you are in jeopardy of being discharged, the first (1st) certified and written notice will be mailed out after your first (1st) "No Show" or "Late Show" indicating the jeopardy status. If the "No Show" and "Late Show" behavior continues, a second (2nd) certified written notice will be mailed out after your second (2nd) "No Show" or "Late Show" reminding you, you are in jeopardy status of being discharged if violation of our policy happens again. If you "No Show" or "Late Show" a Third time A third (3rd) letter will be sent, The next letter will be an official letter effectively discharging you from the practice **NOTE: The Office will continue to provide care on an urgent basis for thirty (30) days after discharge from the practice. You will need to make arrangement to seek care at another facility and with written consent, we will release your records at that time to your new provider.**

I have read, understand, and will adhere to the "No Show" and "Late Show" policies and procedures of PHG - Appomattox.

Patient/Guardian Signature: _____ Date: _____