

# BPN

## No Show Policy

### Policy:

Patients who fail to present for a scheduled appointment without contacting the Practice to cancel the appointment within 24 hours will be considered a “no-show”. Patients who consistently fail to present themselves for scheduled appointments will be considered a chronic “no-show”.

### Procedure

It is the policy of the practice that a patient determined to be a chronic “no-show” would be charged \$25.00 after the 3<sup>rd</sup> missed appointment.

A chronic “No-Show” is defined as having 3 missed appointments in a rolling 12-month period.

Patient will be notified of the “no-show” policy at the time of initial registration.

Patient’s appointment status will be updated in Athena as a “no-show”.

Patient will be called within 24 hours and notified of missed appointment. Patient will then be reminded of “no-show” policy and informed if \$25.00 charge is applicable at this time.

A note must be made in the chart stating the patient was a “no-show”, indicate appointment rescheduled date or left message. Sign, date and time note in chart.

The three missed appointments will be documented as follows:

1<sup>st</sup> missed appointment patient will be called to reschedule appointment along with a letter reminding patient of their appointment.

2<sup>nd</sup> missed appointment patient will be called to reschedule appointment along with letter reminding patient of their appointment and reminding patient of the No-Show policy fee.

3<sup>rd</sup> missed appointment patient is billed \$25.00 and sent a letter discharging them from the practice. Discharging a patient from a practice is the decision of the physician.

I, \_\_\_\_\_ have read and understand the above stated policy.  
**Patient Name**