



## Appointment No-Shows

It is the policy of Pacific Crest Family Medicine to monitor and manage appointment no-shows. This is necessary to ensure that we are able to provide timely access for all patients to our providers. Undue numbers of unutilized appointments delays necessary medical care for patients.

Scheduled appointments must be cancelled or rescheduled at least 24 hours prior to the scheduled appointment time. Any patient who fails to arrive for a scheduled appointment without canceling the appointment at least 24 hours prior to the scheduled time is considered a “no-show.”

After an established patient has three “no-show” appointments, that patient **and** any person who is either a guarantor for, or guarantee of, the account in question may be discharged from our practice and asked to seek healthcare with another physician.

Patients seeking to establish care with Pacific Crest Family Medicine who fail to cancel or reschedule their initial appointments at least 24 hours prior to the scheduled appointment are also considered to be “no shows”. The second instance of failing to keep their initial appointment as scheduled will result in denial of entry to the practice.

### Procedures

1. When a patient violates “no show” policy criteria the practice management system is updated to reflect a “No show”.
2. Front office staff may exercise limited discretion in assigning “no shows” so as to account for special circumstances. These special circumstances shall be narrow in scope and would meet the general test of an unavoidable circumstance experienced by the patient such as hospitalization, or other emergency.
3. The appropriate “no show” letter ( i.e. – established patient; 2<sup>nd</sup> “no show”) is prepared for the patient. It is printed on Pacific Crest Family Medicine letterhead and mailed to the address supplied by the patient in the practice management system.
4. An electronic copy of the letter is pasted in the patient’s electronic medical record.