



CHILDREN'S CLINIC NO SHOW (MISSED APPOINTMENTS) POLICY

The mission of the Children's Clinic is to provide our patients with comprehensive, patient-centered, and confidence-inspiring care. We understand that sometimes conflicts arise that prevent patients from attending scheduled appointments. However, when patients fail to cancel when conflicts arise (a "no show"), we miss an opportunity to schedule other patients in that appointment slot who may really need to be seen. To provide quality care for as many patients as we can in any given day, patients who **repeatedly** no show are at risk of being dismissed from the practice.

A "No Show" is considered:

- Not showing up for a scheduled appointment;
- Cancelling/rescheduling less than 30 minutes prior to the scheduled appointment, or;
- Arriving more than 15 minutes late for the scheduled appointment.

A new patient is defined as someone who has never been seen in the clinic or someone who has not been seen within the last three years, even if they were previously seen at the clinic. If a new patient no shows their first scheduled visit, they will be notified that they will be dismissed from the practice should they schedule a second new patient appointment and no show again. Should the new patient complete their rescheduled new patient visit after no showing the first, they will then be treated as an established patient and follow the no show policy for established patients (although that first no show will count toward their no show tally as an established patient).

An established patient is defined as someone who has been seen in the clinic within the last three years. If an established patient acquires three no shows within a twelve month period from the first no show, they will be notified via registered mail that upon the fourth no show, they will be dismissed from the practice.

Should a patient also have siblings who receive care from the Children's Clinic, the no show policy is applied to the entire family, not the individual patient. For example, a family with three patients at the clinic will be allowed four total no shows between all three patients within a twelve month period.

Each patient will not be allowed four individual no shows (which would result in a total of twelve no shows for that family during the twelve month period).

Should an established patient be dismissed, the Children's Clinic providers will continue to provide sick care for the patient for thirty days after notification during which time the patient/family will be responsible for finding another provider to see the child. If the patient has Medicaid, the family will need to contact Medicaid to change their passport provider.

Should you be dismissed from the Children's Clinic, any outstanding balance on your account will be due and payable within thirty days.