



No Show Policy

It is the policy of Halifax Internal Medicine to monitor and manage appointment no-shows. Any patient who fails to arrive for a scheduled appointment or fails to cancel an appointment the same day is considered a no-show unless there are unforeseen circumstances that are out of patient's control. A patient who is a no-show more than three times in one year may be dismissed from the practice.

Procedures

1. A patient is notified of the no-show policy at the time of initial registration or follow up appointments. The no-show policy is provided in writing upon the patient's arrival.
2. A patient's appointment status is automatically or manually updated by marking the system "NS" for no-show when patient fails to arrive for a scheduled appointment without notifying the practice unless there are unforeseen circumstances that are out of the patient's control.
3. If this is a patient's first missed appointment, the practice will attempt to call the patient to reschedule if necessary.
4. If this is a patient's second missed appointment, the practice will attempt to call the patient and mail a letter to the patient.
5. If this is a patient's third missed appointment, the practice will attempt to call the patient and the patient may be dismissed from the practice.
6. No-show fee will be expected prior to rescheduling next appointment:

\$25 fee for existing patients

\$50 fee for new patients

\$50 fee for ID patients



Signed: _____ Date: _____