

Patient No-Show Policy

Definition of a No-Show: when a patient does not come in for a scheduled appointment and does not call at least 4 hours ahead of his or her appointment time to cancel. If a patient is scheduled for an appointment before 12:00pm, that patient is expected to call before 9:00am. If the patient is scheduled before 9:00, the patient is expected to call and inform the front desk that he or she will not be attending his or her appointment as soon as possible prior to appointment time. If no call is made at all, the patient will be considered a no-show.

Any time a patient no-shows, the patient will receive a notice in the form of a written letter indicating they missed a scheduled appointment. The accumulation of no-show visits per patient will follow the sequence below:

- 1st no-show: patient will receive a letter indicating he or she missed a scheduled appointment and any additional no-shows within the same 12-month period will result in a \$30 charge.
- 2nd no-show within a 12-month period: patient will receive a letter indicating he or she missed a scheduled appointment as well as a bill for \$30.
- 3rd no-show within a 12-month period: patient will receive a letter indicating he or she missed a scheduled appointment as well as a bill for \$30. Upon the 3rd consecutive no-show in a 12-month period, the patient will be considered for dismissal from the clinic.

Termination from the clinic as a result of no-shows will be determined by the primary care physician on a case-by-case basis. If the provider so chooses to terminate the patient from the clinic, a formal letter indicating termination will be sent to the patient.

There will be a clause in the letter sent to patients stating if they missed their appointment due to extenuating circumstances, that patient has an opportunity to call the clinic and explain so they are not sent a bill. It will be up to the provider to determine the validity of the patient's reason and whether or not to bill that patient.

Lastly, a patient may not schedule another appointment with FPGI until he or she pays the outstanding balance of \$30 from a 2nd or 3rd no-show visit in a 12-month period.