

## NO SHOW AND CANCELLATION POLICY

### PURPOSE:

To maximize open access to care for patients by reducing No-Shows, late arrivals, and late cancellations.

### POLICY:

It is the policy of Coastal Health & Wellness (CHW) to educate our patients about the importance of keeping their scheduled appointments, and the expectation of notifying the center of any cancellations within the allotted timeframe. Failure to comply with this policy may result in appointment limitations and/or restrictions.

### PROCEDURE:

1. Each patient will receive notice of the most current *No Show and Cancellation Agreement* policy.
2. CHW's automated system will send a reminder at least **48** business hours prior to the scheduled visit to remind patients of their appointments. Patients are encouraged to confirm the appointment by using the automated system protocol or by calling (409) 938-2234.
3. The patient must notify CHW **24** hours in advance if they are unable to attend their scheduled appointment and notify CHW of any changes in the preferred contact method. Cancellations with less than 24 hours cancellation notice will be considered a No Show.
4. Patients are encouraged to arrive 20 minutes prior to their appointment time if a patient arrives 15 minutes late to their appointment they may be asked to reschedule, and the appointment will be considered a No Show. (Addendum: Patient Arriving Late to Scheduled Appointment)
5. A warning notice will be sent to the patient if a patient fails to keep **2** consecutive scheduled appointments. If 3 consecutive or 3 out of 5 scheduled appointments are missed, the patient will only be allowed to schedule appointments on the same day, and only if cancellation is available.
6. This policy will be enforced uniformly and consistently by all Medical and Dental staff and administration of Coastal Health & wellness.

Addendum: Patient Arriving Late to Scheduled Appointment memo; July 2023.