



## No Show Policy

Dear Patient:

We have been experiencing a large number of patients who make appointments and then do not keep that appointment. Sadly, we are not notified.

When this happens, we in effect are denying another patient access to our medical, dental and behavioral health services. It also means that the health center loses money.

Because we are a community health center, we rely heavily on our federal and state grants and the fees we receive from the various health plans and insurance companies. Our grant funding is based on the number of patients we see. When this number goes down, so does our funding.

Effective October 27, 2004, the Center's No Show Policy went into effect. The policy states that a patient who misses three scheduled appointments will be seen only in the case of emergency for 6 months.

We also request that our patients be on time for their appointments. When a patient is late for their appointment, this causes other patients to wait longer and often past their scheduled appointment time.

Patients who are late for their appointments will be requested to reschedule their appointment. We will do everything we can to work with our patients but we need everyone's cooperation.

Patients who are late 10 minutes and more for a 20-minute appointment will be asked to reschedule their appointment. Or be worked in if possible.

As always, you are welcome to meet with Our Executive Director if you have any questions.

We thank you for your help, cooperation and support with keeping our doors open and providing access to much needed health, dental and behavioral health care.

Patient Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Revised 01/04/11