

# **NEW DIMENSION GROUP**

## **No SHOW POLICY**

New Dimension Group will be monitoring all scheduled appointments that clients have failed to keep or cancel within 24 hours.

Phone reminder calls will be placed 2 days prior to your scheduled appointment, which will allow you to cancel 24 hours in advance, if needed.

- After one missed appointment, you will receive a phone call from our staff.
- After two missed appointments, you will receive a letter.
- After three missed appointments, your (or your child's) appointment history will be sent to the medical and/or clinical directors for review and may result in you (or your child) being dismissed from the practice.

We will continue to work with those who have extenuating circumstances as long as we have been given adequate notice. However, we cannot continue to accommodate patients with a recurring history of missed appointments or less than 24 hours cancellation notices.