

KENNETH J. MILLER, M.D., PL.L.C.

Neuropsychiatry / Psychotherapy

TelePsychiatry/Consulting
Services /TMS

Hampton, VA 23664

<http://www.kjpsychmd.com>

drmiller@kjpsychmd.com

Office: 757-224-6327

Fax: 888-383-3873

Diplomate: American Board of Psychiatry & Neurology

Neuropsychiatry and Behavioral Neurology, UCNS

Administrative Psychiatry & Management, APA

Performance Consultant

Organizational/ Coaching/Contract

32 Bay Front Pl

Hampton, VA 23664

<http://www.drkennethmiller.com>

office@kjpsychmd.com

DR. MILLER'S NEUROPSYCHIATRY ADMINISTRATIVE POLICIES AND PROCEDURES "NO SHOW POLICY"

POLICY:

This policy will be prominently displayed through out the office, given out with new patient paperwork, displayed on the website, put in quarterly newsletter, and displayed in each exam room.

All insured and non-insured patients will be charged a 50-75% of billable time "no show" fee on the first, second, and third missed appointments and dismissal from the practice may result after a subsequent "no-show".

Cancellations REQUIRE a 24-hour notice when possible.

PURPOSE:

To improve scheduling opportunities and encourage patients to call and cancel their appointments in a reasonable amount of time (24-hours when possible), which would allow for better use of patient, staff and physician time.

◆ **No-show**-the patient will receive a phone call informing them they missed their appointment and another missed appointment, without notifying the practice, will result in a 50-75% fee.

◆ **Patients who NO-SHOW twice for their Therapy appointments may be discharged from the practice. This will be at the discretion of Dr. Kenneth Miller.**