

## Family Medical & Maternity Care, P.C. ~ “No-Show” Policy

*We respectfully request your understanding and compliance with this policy.* The FMMC staff strives to provide our patients with the highest quality care possible and realize it would be a disservice to you if we did not emphasize the importance of *your* commitment to *your* healthcare.

FMMC defines a “no-show” appointment as any scheduled appointment for which the patient:

- Does not show to the appointment and does not call to cancel or reschedule.
- Cancels less than one hour before the scheduled appointment time with an inappropriate reason.
- Arrives late and is consequently unable to be seen.

“No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” a scheduled appointment it:

- Potentially jeopardizes the health of the “no-showing” patient.
- Is unfair (and frustrating) to other patients who would have happily taken the appointment slot.
- Disrespects not only the provider’s time, but also the time and efforts of the entire FMMC staff.

### **New Patient “No-Shows”**

- Our “No-Show” policy pertains especially to patients that are new to FMMC as these individuals do not yet have an established relationship with us. A new patient that “no-shows” (see above) any of their initial appointments is subject to immediate discharge from the practice.

### **FMMC, PC’s Expectations**

When a patient schedules an office visit with us, we expect them to arrive at least 5-10 minutes prior to their appointment. This will allow enough time for the patient and our check-in staff to address any insurance or billing questions and/or to complete any necessary paperwork before the appointment.

In the event that a patient needs to cancel or reschedule an appointment, we expect them to contact our office no less than 24 hours before the scheduled visit. This allows us a reasonable amount of time to determine the most appropriate way to redirect the patient’s care as well as rebook the now vacant appointment slot for another patient.

While we ask that our patients avoid cancelling or rescheduling an appointment with less than 24 hours notice, we do realize that things come up. In this situation, we still ask that the patient contact our office as soon as they realize they need to cancel or reschedule. *It is always better to call rather than to “no-show/no-call”.* The staff member handling the call will pass the information on to one of our triage nurses so that appropriate clinical follow-up may be determined.

### **Result of “No-Showing”:**

Each time a patient “no-shows” an appointment, the information is documented and brought to the Practice Coordinator for review. The Practice Coordinator will ensure the patient is contacted to first determine appropriate clinical follow-up and to review this “no-show” policy with the patient. **After continued infringements of the FMMC, PC “no-show” policy, we reserve the right to discharge the patient as we may no longer feel comfortable managing the care of a patient who chooses to continually jeopardize his or her own healthcare, or that of their children.**