



Policy Description No-Show, Late & Cancellation Policy	DEPARTMENT Financial Operations	POLICY NUMBER: FN-04
ORIGINAL DATE:	RESPONSIBLE PARTY: Financial & Administration Manager Kathryn Mdoan	REVISED DATE: 07/20/2021
APPROVAL DATE: 07/21/2021	DATE REVIEWED: 07/20/2021	APPROVED BY: BOARD OF DIRECTORS
RESOLUTION NO:	BOARD CHAIR:	
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No-Show, Late and Cancellation Policy for Deschutes Rim Health Clinic

Deschutes Rim Health Clinic wants to thank all patrons for choosing the Clinic for health care services and their medical home provider. To accommodate all patients, and offer the best optimal care, we are implementing the following policy for No-Show, Late and Cancelled appointments:

The clinic policy has a 24-hour notice for cancellation or rescheduling of an appointment.

- If you are unable to notify us 24 hours in advance, please do so as soon as you can to avoid a no-show fee.

NO SHOW: Deschutes Rim Health clinic will charge a \$25.00 fee for no show appointments if no attempt is made at notification of missing an appointment.

- First time a letter of policy will be sent out to remind our patients the importance of collaborative communication.
- Second time a statement will be sent out with the \$25.00 fee.
- Third time within a calendar year of a no-shows; The account will be sent to the Executive team and Medical Director for evaluation of continued medical treatment and/or potential discharge from practice.
- Every measure will be taken to assist the client with a solution prior to considering for discharge.

Cancellation: Cancelled Appointments of 4 or more per calendar year will result in the following:

- The account will be sent to the Executive team and Medical Director for evaluation of continued medical treatment and/or potential discharge from practice.

Late: If you are more than 15 minutes late for an appointment it will require you to be rescheduled or moved to a work in slot. We will do the best we can to accommodate everyone; but patients that arrive on time will be taken back according to their scheduled appointment.



NO SHOW, LATE, OR MISSED APPOINTMENT POLICY

You, the patient, need to arrive 15 minutes PRIOR to your appointment, or the visit may not be able to happen.

If you are not completed with check-in, or are late, or call on the same day to cancel your appointment you will be considered a NO SHOW and a \$25 fee will be charged to your insurance, which they will not pay, and will become your responsibility.

Three NO SHOW appointments in one year will require you call in every day at 9am to see if we have time on our schedule to work you in—you will lose the privilege of making an advanced appointment.

NO SHOW appointments cost us money and take time away from other patients who are willing to show up on time.

If you have missed an appointment you will be sent a letter to call for another appointment time, but that missed appointment will be listed as a NO SHOW appointment.

So, please remember:

- ARRIVE 15 MIN PRIOR TO YOUR APPOINTMENT TO CHECK IN
- BE ON TIME FOR YOUR APPOINTMENTS
- IF YOU NEED TO CANCEL, 24 HOURS MINIMUM NOTICE IS REQUIRED