

University Specialty Clinics

No-Show Appointments Guidelines

Purpose

These guidelines apply to charging a no-show fee to patients for failure to cancel a scheduled appointment. Department participation in charging for no-show appointments is not mandatory and will be determined by the Department Chair. However, departments choosing to participate must comply with the following guidelines.

Procedure

- A patient must notify the office at least one (1) business day prior to the scheduled appointment or be charged a fee. Departments may charge within the range of \$25.00 to \$50.00 for the no-show fee provided this fee is applied consistently to all patients with in the practice.
- At initial registration, the patient must be notified in writing of the no-show fee and the process for cancelling an appointment to avoid this charge. The written documentation of such notification must be maintained as part of the patient's medical record.
- Departments utilizing the automated phone reminder service for appointments must include a notification of the fee in the message.

Exceptions to Procedure

Medicaid patients, new patients on their initial visit, and patients covered by entities having a contractual arrangement with the department that restricts a no-show charge (i.e. Richland Care) are not subject to the no-show fee.

Collection of Fee

No patient may be sent to collections or reported to a credit bureau for failing to pay a no-show fee.

Extraordinary Circumstances

In cases of extraordinary circumstances for emergency cancellations of appointments that do not comply with the 24-hour notification, the Administrative Director or Department Chair may waive the no-show charge.

Excessive Cancellations

The department should consult with Legal Affairs to determine the appropriate procedure if it chooses to dismiss a patient from the practice for failing to properly cancel scheduled appointments.

Approved:



Signature

Secretary/Treasurer

Title

2/29/12

Date