



NO SHOW POLICY

Family Healthcare Partners strives to provide quality services at all times by scheduling patients in a timely manner.

In the event a patient does not arrive for a scheduled appointment time, Family Healthcare Partners adheres to the following procedure –

1. Staff member attempts to contact the patient by phone within 24 hours of the time the patient failed to show for the scheduled appointment. This call is documented in the patients chart including
 - Date and time called and/or attempted
 - Outcome of this call
 - Initials of person making the contact
2. In the event a patient cannot be reached via telephone within 48 hours of not arriving for the scheduled appointment, a letter is sent to the patient reconfirming Family Healthcare Partners NO SHOW policy. This patient letter is placed in the patients Medent chart under documents.

Family Healthcare Partners may bill a patient for excessive or consistent **NO SHOW** visits in the amount of \$25.00 at the sole discretion of the physician.

Family Healthcare Partners may also terminate a patient's care for multiple **NO SHOW** appointments.