



## Silver Health CARE “No Show” Policy

There is a small but significant number of patients who regularly do not keep scheduled appointments. When we schedule you for an appointment, we have reserved time for you. When you miss an appointment, it causes the entire organization to be less efficient and increases our expenses. In addition, we have many patients waiting for an earlier appointment for which they are deprived. In fairness to all the patients and practitioners at Silver Health CARE, a “No Show” policy has been instituted. The purpose of this policy is to allow another patient, who is waiting for an available appointment, to use this time slot. Additionally, it helps keep us efficient.

As a courtesy we have a computerized program that calls you to remind you of your upcoming appointment. In addition to phone calls, you can now be notified by e-mail and text messaging. If you need to cancel your appointment, there is an option you can choose to do so through any of these notification options.

A “No Show” is defined as an appointment that is not kept and not cancelled more than 24 hours in advance. If you are more than 10 minutes late, you will be considered a “No Show” unless the practitioner agrees to see you. Failure to call to cancel an appointment will result in a \$35.00 “No Show” fee that will be charged for a missed office visit.

The above fee must be paid prior to your next scheduled appointment. Individual insurance companies will not be billed for “No Show” fees; however, these penalties are accepted by **most** insurance companies as an acceptable policy and the total obligation of the patient.

Repeat “No Show” offenders with two (2) incidences per calendar year, without extenuating circumstances, are subject to dismissal from the practice.