



## GIA - Practice Guidance for Patient No-show & Cancellations

Effective: July 17, 2024

Purpose: The intent of this guidance is to help with a framework for practices considering charging patients for no-shows to appointments or cancellations of appointments who do not already have a plan or guidance currently in place. The dollar amounts included below are for illustrative purposes only, they may be modified to be reasonable in nature and must be charged to all patients in that practice or strategic business unit (SBU) in the same amounts.

### Patient No-show & Cancellation Guidance

**Patients:** This policy applies to all patients and payors equally in the practice or SBU, excluding Medicaid and Workers' Compensation patients.

**No-shows:** Defined as a patient who does not arrive for their scheduled office visit, telemedicine visit, or procedure.

“No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient does not show up for a scheduled appointment it:

- Potentially jeopardizes the health of the “no-showing” patient.
- Displaces the care of another patient that would have taken the appointment slot.

- A patient who does not show for their office/telemedicine visit appointment **will be charged \$50.00 per occurrence.**
- A patient who does not arrive for their scheduled procedure **will be charged \$100.00 per occurrence.**
- A patient who repeatedly does not show for their office/telemedicine visit appointment or scheduled procedure could lead to the patient’s dismissal from the practice.
- The fee will be charged to the patient and not the insurance company, and is **due at the time of the patient's next office visit.**

**Cancellations:** Defined as a patient who does not cancel their scheduled office visit, televisit, or procedure in a timely manner.

- A patient who reschedules or cancels an appointment without providing a 24-hour cancellation notice **will be charged \$50.00 per occurrence.**
- A patient who cancels a scheduled procedure without providing three (3) business days’ notice **will be charged \$100.00 per occurrence.**
- A patient who repeatedly does not cancel appointments and scheduled procedures in a timely manner could lead to the patient’s dismissal from the practice.
- The fee will be charged to the patient and not the insurance company and is due at the time of the patient's next office visit.

**I have read and understand the No-show & Cancellation Policy and agree to its terms.**

_____ Signature (Patient/legal Guardian)	_____ Relationship to Patient
_____ Printed Name	_____ Date