



Clinic “No-Show” Policy

To provide timely and quality healthcare for our patients, Summit Pacific Medical Center and its affiliated clinics, have adopted a new “No-Show” policy.

Definition of a “No-Show” Appointment

A “No-show” appointment is any scheduled appointment in which the patient either:

- *Does not arrive to the appointment.*
- *Cancels with less than 24 hours’ notice.*
- *Late Arrivals: If you arrive five or more minutes late to a scheduled appointment time you may be asked to reschedule.*

Impact of a “No-Show” appointment

“No-show” appointments have a negative impact on our ability to provide timely and quality healthcare to our patient. When a patient “no-shows” to a scheduled appointment it:

- Potentially jeopardizes the health of the “no-show” patient.
- Is unfair and frustrating to other patients that would have utilized the appointment slot.

How to Avoid Getting a “No-Show”

- Arrive at least 20 minutes early
- Give 24 hours’ notice to cancel appointment

This allows time for us to address any insurance or billing questions and gives you time to complete any necessary paperwork before the scheduled appointment begins.

Please give at least 24 hours’ notice before the scheduled appointment when you need to cancel or rebook a scheduled appointment. This allows us time to determine the most appropriate way to meet your healthcare needs and the opportunity to book another patient in the vacant appointment slot. If it is less than 24 hours before your appointment and you are unable to keep your scheduled appointment, please let us know. It is still considered a “no-show” to cancel or rebook your appointment without 24 hours’ notice, but we appreciate the opportunity to reschedule your appointment.

Consequences of “No-Show” Established Patient Appointments

If you miss 3 or more appointments within a calendar year you become ineligible for scheduled appointments for one calendar year. During that year you can visit the Emergency Department, Same Day Clinic and Urgent Care Clinic for your healthcare needs.

Consequences of “No-Show” New Patient Appointments

If you miss two New Patient Appointments within a calendar year you will only be eligible to utilize our Emergency Department, Same Day Clinic and Urgent Care Clinic.

I have read and understood the “No-Show” Policy as described above.

Print Name _____ Patient Signature _____ Date _____