



## Summit Pacific Medical Center's "No-Show" Policy

To provide timely and quality healthcare for our patients, Summit Pacific Medical Center and its affiliated clinics, have adopted a "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 2 hours' notice (24 hours preferred).*
- *Arrives 10 minutes or more late for the appointment: If you arrive ten or more minutes late to a scheduled appointment time you may be asked to reschedule or wait to be worked in as possible.*

### **Impact of a "No-Show" appointment**

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

- Potentially jeopardizes the health of the "no-show" patient.
- Delays the provision of care to other patients that would have utilized the appointment slot.

### **How to Avoid Getting a "No-Show"**

- Arrive at least 20 minutes early to complete paperwork and check in for your appointment.
- Give as much advanced notice as possible when you need to cancel an 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 24 hours' notice whenever possible 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. If we are given less than 2 hours' notice it is still considered a "no-show" to cancel or rebook your appointment, but we appreciate the opportunity to reschedule your appointment and attempt to work other patients in who may use the slot.

### **Consequences of "No-Show" Established Patient Appointments**

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

### **Consequences of "No-Show" New Patient Appointments**



If you miss two New Patient Appointments, you will only be eligible to utilize our Urgent Care Clinic and Emergency Department. If you have a barrier such as reliable transportation or personal safety that makes it difficult for you to attend a scheduled appointment, please let us know so we can connect you to useful services that will help ensure you can receive healthcare services.

