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A division of York County  
Community Action Corporation

## Scheduling and No-Show Policy Summary

Quality care for our patients is our priority. When patients “No-Show” appointments, it has a significant negative impact on our practice, and the other patients we need to provide care for. Please take a few minutes to review our 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
- Arrives late and is consequently unable to be seen

### How to Avoid Getting a “No-Show”

#### 1. Appointment Confirmation

The clinic will attempt to contact you up to 1 week prior to your scheduled appointment to confirm your visit by text message, email or automated call. You can respond to that electronic communication 24/7 to confirm or cancel your appointment. Or you can call us to confirm. All appointments must be confirmed by noon the day before, or they may be given away to someone else.

#### 2. Always Arrive 10-15 Minutes Early

When you schedule an office visit with us, we expect you to arrive at our practice 10-15 minutes prior to your scheduled visit. This allows time for you and our staff to address any insurance or billing questions and complete any necessary paperwork before your visit.

#### 3. Give 24-Hours’ Notice If You Need To Cancel

When you need to cancel or rebook a scheduled visit, we expect you to contact our office no later than 24-hours before the scheduled visit. This allows us an opportunity to rebook the vacant appointment slot with another patient. We do have two-way texting enabled, if you are unable to call, it is ok to send us a text message that you cannot make your appointment, and texting is available 24/7. *In some instances, it may also be possible to change your appointment from in-person to virtual if you can’t get to the health center, and that could save the appointment from being a no-show.*

### Outcome of “No-Show” Appointments

- If a patient continually no-shows appointments, you may be placed on an alternative scheduling program. This means that we will be unable to give you a scheduled appointment.
- You will still be able to receive services here, but on a *walk-in basis only*. When you arrive at the health center, we will make every effort to have you worked into the providers’ schedule, but there may be a wait.
- This policy applies to all disciplines: Medical, Dental, Psychiatry and Behavioral Health

*We reserve the right to make amendments to this agreement at any time.*