

Patient No-Show Policy (effective 1/1/2019)

Quality care for our patients is our priority. Please take a few minutes to review. If you have any questions, please let us know.

Definition of a “No-Show” Appointment

LLCHC defines a “No-show” appointment as any scheduled appointment in which the patient either:

- Does not arrive to the appointment
- Cancels with less than 24 hours’ notice
- Arrives more than 15 minutes late and is consequently unable to be seen

Impact of a “No-Show” Appointment

“No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” a scheduled appointment they are losing an opportunity to get another patient in who needs care.

How to Avoid Getting a “No-Show”

1. Confirm your appointment
2. Arrive early to your appointment
3. Give at least 24 hours’ notice to cancel appointment

1. Appointment Confirmation

LLCHC will attempt to contact you three business days before your scheduled appointment to confirm your visit. You will receive a text and/or e-mail to confirm your appointment and complete all necessary paperwork online. Simply click on the link provided and start your pre-visit paperwork. This will count as your appointment confirmation. You will be contacted by phone the day before if you have failed to complete your pre-visit paperwork. Please make sure we have the correct number and e-mail address in our system.

2. Always Arrive Early

When you schedule an office visit with us, we suggest you arrive at our practice 10-20 minutes prior to your scheduled visit. This allows time for you and our staff to address any insurance or billing questions and or to complete any necessary paperwork before the scheduled visit. This will also help us get you back to see your provider as close to your appointment time as possible.

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 a reasonable amount of time to determine the most appropriate way to reschedule your care as well as giving us the opportunity to rebook the now vacant appointment slot with another patient. If it is less than 24 hours before your appointment and something comes up, please give us the courtesy of a phone call.

Consequences of “No-Show” Appointments

If you miss 3 or more appointments in any specialty within a year you may be placed on scheduling restriction up to and including dismissal from the practice. No shows must be back to back and within the same specialty.

Medical Practice

- Three (3) no shows will restrict scheduling to Open Access appointments only for one calendar year. This means you can only schedule appointments in open access slots, available up to 48 hours prior. You will no longer be allowed to schedule appointments in advance.
- If you show to all medical appointments within that one-year time frame, you will be allowed to schedule regular appointments again.
- If you no show to your open access appointments at any time during your restriction year, you will be dismissed from the practice. Dismissal from the medical practice will constitute dismissal from all other LLCHC services.

Behavioral Health

- Three (3) no show appointments in any specialty area is grounds for dismissal. You will no longer be allowed to use those services.

For more information, please speak to a health center representative.