



## **No Show Policy**

No-shows and cancellations with less than 24 hour notice are a significant problem for our practice. Many practices overbook on purpose so that no-shows and cancellations won't limit access of other patients as well as cause a financial hardship for the practice.

No shows become even more burdensome when the appointment is for a new patient appointment. This is due to the extra time set aside for new patients. It is also detrimental to other new patients who could have been seen during that time period.

When it comes to no shows and cancellations, we have three choices:

1. A strict policy; or
2. Overbooking (leading to long wait times at our office); or
3. Charging for FULL rate for no-shows

We feel that the strict policy is the best fit for our practice with a \$50.00 no show fee.

### **NO SHOW/MISSED APPOINTMENT:**

We do charge a fee for missed/cancelled appointment, *unless* you have cancelled at least 24 hours in advance. Our policy is to charge \$50.00 for missed/cancelled medication management appointments and \$65.00 for missed/cancelled therapy appointments. Please do not rely on appointment reminder calls, as this is a courtesy. Having 3 or more no shows or cancellation of appointments can result in termination of treatment as this is considered to be non-compliant with a Provider's Treatment Plan. Please help us serve you better by keeping scheduled appointments.

*No shows are calculated based a 12 month consecutive period.*

*For example:*

*If patient has a missed appointment in March 2012; and then another missed appointment in February 2013. The February missed appointment will count as the patients 2<sup>nd</sup> no show because it is the 2<sup>nd</sup> no show in a 12 month period.*

*If a patient misses an appointment June 2012 and; then misses another appointment July 2013. The July 2013 appointment will count as the first no show because they have not missed an appointment in over a year. The June 2012 missed appointment no longer counts as of June 2012.*



## **No Show Policy**

Family Psychiatry of The Woodlands understands that emergencies arise, and at times our 24 hour cancellation notice is not feasible. We will enforce our policy as stated. However our management team will review emergency situations on a case by case basis.

**I have read and understand the no show policy of Family Psychiatry of The Woodlands, P.A.**

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Signature

\_\_\_\_\_  
Date