

Family Psychiatry of The Woodlands
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.

New patient no shows:

- 1) In order to schedule again with Family Psychiatry of The Woodlands please sign below stating that you understand our no show policy.
- 2) Please leave a credit card number on file with Family Psychiatry of The Woodlands.
- 3) If patient does not show for the 2nd scheduled new patient appointment they will be charged \$50.00 for the appointment, and will not be allowed to reschedule with Family Psychiatry of The Woodlands.

Existing patients:

- 1) After missing one appointment you will receive a warning letter.
- 2) If a 2nd appointment is missed you will receive a 2nd warning letter, and will be charged a \$50.00 no show fee.
- 3) After a 3rd missed appointment the patient will be charged a \$50.00 no show fee, and may be terminated by Family Psychiatry of The Woodlands being referred elsewhere.

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 2nd no show because it is the 2nd no show in a 12 month period.

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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.

Family Psychiatry of The Woodlands understands that emergencies arise, and at times our 24 hour cancelation 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.

Signature

Date