

Steele Creek Dermatology

No-Show Policies and Procedures

Quality care for our patients is our priority. Scheduled appointments represent an agreement between you and your provider. Patients are expected to regularly attend scheduled appointments. To best manage our appointment availability, Steele Creek Dermatology requires advance notice to cancel or reschedule an appointment.

What is considered a “No-Show”?

Any pre-scheduled appointment that is not cancelled with a **minimum of 24 hours** advanced notice.

Any appointment that is scheduled on the same date of service that is not cancelled within a minimum of 1-hour notice.

Any late arrival of **more than 15 minutes** and the patient is consequently unable to be seen.

What is the impact of a “No-Show”?

Missing the appointment may jeopardize the health of the patient.

Missing the appointment denies care to other patients who need to be seen by a provider.

Missing the appointment disrupts patient flow and affects other families.

We understand the circumstances may sometimes prevent families from being able to give advance notice when cancelling appointments. ***However, we believe that these instances should be few and far between.***

Consequences of No-Show Appointments

No-Show Fees: A \$60 no-show fee may be charged to the account for any missed appointment type. No-show fees will be assessed per patient. Double Header Appointments (multiple patients scheduled) will be subject to **multiple** no-show fees.

Dismissal/Termination of Care: Families having 3 or more No-Shows within a 12-month period will be considered for dismissal. Patient dismissal is the discretion of the medical providers. Once dismissed, emergency medical treatment will be offered within the first 30 days of dismissal.

In addition, families who have a no-show history consisting of 2 or more no-shows for multiple 12-month periods will be considered for dismissal.

Families who no-show for a double header appointment may be restricted from scheduling double header appointments in the future.

Signature: _____ Date: _____