

Retina Associates of Kentucky

Cancellation and No Show Policy

September 25, 2017

Definitions

A “cancellation” is defined as cancelling an appointment with at least 24 hours advance notice to the practice.

A “late cancellation” is defined as cancelling an appointment with less than 24 hours advance notice to the practice but prior to the scheduled appointment time.

A “no show” is defined as not showing up at the scheduled appointment time with no advance notice.

Policy Statements

- Patients will receive a reminder of their upcoming appointment two business days prior to their appointment.
- All cancellations will be rescheduled at the time they notify the practice of the cancellation.
- All no show patients will be called within 48 hours after not keeping an appointment.
- The practice will make four (4) attempts within fourteen (14) days to contact no show patients and/or reschedule cancelled appointments following a no-show or cancelled appointment. After fourteen (14) days if the practice has not been able to reach the patient Medical Records will mail a letter to the patient.
- The practice will notify referring doctors of all cancelled or no show patients within 48 hours of the cancelled or missed appointment. Medical Records will also fax a letter to referring offices for all new patient cancelled or no show appointments.

All patients will be allowed one no show or late cancellation within a 12 month period without penalty. At the appointment following the first no show or late cancellation, patients will be asked to sign an agreement to pay \$50 for each additional no show or late cancellation within a 12 month period from the initial no show or late cancellation. Patients who refuse to sign the agreement or refuse to pay will not be booked for another appointment and will be discharged from the practice.

Patients will be discharged from the practice for the following cancellation and no show reasons.

- Patients have three (3) no shows or late cancellations within a 12 month period.
- Patients have any combination of six (6) cancellations, late cancellations, or no shows within a 12 month period.
- The practice is unable to contact a no-show patient within twenty one (21) days after the missed appointment.
- The practice is unable to schedule an appointment for the missed appointment within twenty eight (28) days after the missed appointment.

Patients who are discharged will be discharged according to the practice’s patient discharge policy and provided emergent treatment for thirty (30) days after the patient is notified of the discharge.