

NO-SHOW POLICY

Policies & Procedures



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SUBJECT:	No-Show Policy & Procedures
EFFECTIVE DATE:	February 20, 2013
REVISION DATE:	

PURPOSE

Patients who fail to show for their appointments and who do not notify the practice in advance are costly to the practice and may prevent another individual who needs to be seen from getting an appointment time. For the purposes of this policy, a no-show appointment is considered to be any scheduled appointment where the client:

- Does not present for the appointment, or
- Calls to cancel their appointment less than 24 hours prior to the appointment.

If a client is unable to attend a scheduled appointment, they must call 801-773-7060 to notify Davis Behavioral Health of the intended absence 24 hours in advance.

To ensure that we are able to provide appropriate and consistent services for individuals and family, we request that clients make every effort to attend all scheduled appointments.

NO-SHOWS

If clients do not call ahead and do not show for an appointment, we will follow the following procedure:

- First No-Show: We will call and remind the client of the DBH No Show Policy.
- Second No-Show: We will call and remind the client of the DBH No Show Policy and give notice that in the event of a third no-show they may not be able to schedule an appointment, but instead be placed on the providers wait list to fill the next available opening.
- Third No-Show: Client may not be able to schedule an appointment in advance but will be placed on a "waiting list" and will be contacted to fill the next available opening.

NO-SHOW FEE

Each no-show will be charged a \$10 fee.

NO-SHOW FEE APPEAL PROCESS

If a client feels there are special circumstances related to their no-show appointment they may request a review of their no-show fees. To submit an appeal, clients may call 801-773-7060 and ask to speak with the billing office.

No Show Letter #1

Dear Patient:

We had an appointment reserved for you today and were concerned when you did not show or call within 24 hours to cancel the appointment.

Our policy is to call patients prior to their appointment to remind them of the date and time. We perform these calls as a courtesy to our patients and to allow us the opportunity to rebook the time slot should the appointment not be necessary. Recognizing that everyone's time is valuable and that appointment time is limited, we ask that you provide 24 hours' notice if you are unable to keep your appointment.

Please call us at your earliest convenience to reschedule your appointment as your provider felt it was important to see you.

Thank you for your cooperation.

Davis Behavioral Health

No Show Letter #2

Dear Patient:

We had an appointment reserved for you today and were concerned when you did not show or call within 24 hours to cancel the appointment.

As mentioned in a previous call to you; appointment time is limited and no-showed appointments may prevent another individual who needs to be seen from getting an appointment time. Please note that in the event of a third no-show, you may not be able to schedule an appointment in advance but will be placed on a waiting list and contacted at the next available appointment.

Please call us at your earliest convenience to schedule your appointment as your provider felt it was important to see you.

Thank you for your cooperation.

Sincerely,

Davis Behavioral Health

No Show Letter #3

Dear Patient:

We had an appointment reserved for you today and were concerned when you did not show or call within 24 hours to cancel the appointment.

As indicated in previous calls, we will not be able to schedule an appointment in advance for you but will place you on a waiting list and contact you at the next available appointment.

Thank you for your cooperation.

Sincerely,

Davis Behavioral Health