



Medicare/Medicaid No-Show Policy

At Silver Birch Medical Clinic access to care is paramount. We strive to have same-day or next-day appointments available when you need us the most. In order to offer these services, we strictly enforce our No-Show Policy. We understand unforeseen events may lead to last minute scheduling changes, but we also know our doctor's time is valuable and there may be patients on a wait list seeking care.

Definitions:

A No-show is when a patient is late 10-minutes or more, does not show up at all, or calls less than 2 hours before their scheduled appointment to cancel or reschedule their appointment. We encourage everyone to sign-up for the Healow App. This app will notify you via Voicemail 3 days before, and a text message 1 day before your scheduled appointments. You will also never leave the clinic without an appointment in hand (unless **you** leave without scheduling an appointment).

Consequences:

1. The first No-Show will result in a warning documented in the patient's chart.
2. The second No-Show will take away the patient's ability to schedule all future appointments. Patient's can still receive care during normal Walk-in hours.
3. The third No-Show will result in termination.

If terminated you will be notified via phone call and Email, and provided upon request, a one-time 3-month refill of your medications and a copy of your medical records.

I read, understood, and had the opportunity to ask questions and receive answers about Silver Birch Medical Clinic's No-Show Policy. I understand that medical care with a physician in this area is extremely limited, and understand the consequences of No-Showing an appointment.

Signature

Date

Name (please print)