



## **No-Show, Late, & Cancellation Policy**

### **Description**

“No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.

### **Policy**

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. Central Mass Medical Group’s goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time.

Notification of at least 48 hours is required for scheduled procedure due to the time and intensity necessary for these appointments. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

### **Procedure**

- I. A patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.
- II. Established patients and New Patients:
  - a. Appointment must be cancelled at least 24 hours prior to the scheduled appointment time.
  - b. In the event a patient arrives late as defined by “late arrival” to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available.
  - c. Patients who fail to show for any office visit appointment or did not notify the office of cancellation at least 24 hours before their scheduled appointment time will incur No-Show or late cancellation fee of **\$35.00**.
  - d. Patients who fail to show for any **procedure** or did not notify the office of cancellation at least 48 hours before their scheduled appointment time will incur a No-Show or late cancellation fee of **\$50.00**.
  - e. In the event a patient has incurred **three (3) documented “no-shows” and/or “same-day cancellations,”** the patient may be subject to dismissal from Central Mass Medical Group