

	Policy Description	DEPARTMENT	POLICY NUMBER:
	No-Show, Late & Cancellation Policy	Financial Operations	FN-04
ORIGINAL DATE:	RESPONSIBLE PARTY:		REVISED DATE:
	Financial & Administration Manager	Kathryn Mdoan	07/20/2021
APPROVAL DATE:	DATE REVIEWED:		APPROVED BY:
07/21/2021	07/20/2021		BOARD OF DIRECTORS
RESOLUTION NO:		BOARD CHAIR:	
1605 George Jackson Road, Maupin OR 97037 541-395-2911 Fax 541-395-2912			

No-Show, Late and Cancellation Policy for Deschutes Rim Health Clinic

Deschutes Rim Health Clinic wants to thank all patrons for choosing the Clinic for health care services and their medical home provider. To accommodate all patients, and offer the best optimal care, we are implementing the following policy for No-Show, Late and Cancelled appointments:

The clinic policy has a 24-hour notice for cancellation or rescheduling of an appointment.

- If you are unable to notify us 24 hours in advance, please do so as soon as you can to avoid a no-show fee.

NO SHOW: Deschutes Rim Health clinic will charge a \$25.00 fee for no show appointments if no attempt is made at notification of missing an appointment.

- First time a letter of policy will be sent out to remind our patients the importance of collaborative communication.
- Second time a statement will be sent out with the \$25.00 fee.
- Third time within a calendar year of a no-shows; The account will be sent to the Executive team and Medical Director for evaluation of continued medical treatment and/or potential discharge from practice.
- Every measure will be taken to assist the client with a solution prior to considering for discharge.

Cancellation: Cancelled Appointments of 4 or more per calendar year will result in the following:

- The account will be sent to the Executive team and Medical Director for evaluation of continued medical treatment and/or potential discharge from practice.

Late: If you are more than 15 minutes late for an appointment it will require you to be rescheduled or moved to a work in slot. We will do the best we can to accommodate everyone; but patients that arrive on time will be taken back according to their scheduled appointment.



NO SHOW, LATE, OR MISSED APPOINTMENT POLICY

You, the patient, need to arrive 15 minutes PRIOR to your appointment, or the visit may not be able to happen.

If you are not completed with check-in, or are late, or call on the same day to cancel your appointment you will be considered a NO SHOW and a \$25 fee will be charged to your insurance, which they will not pay, and will become your responsibility.

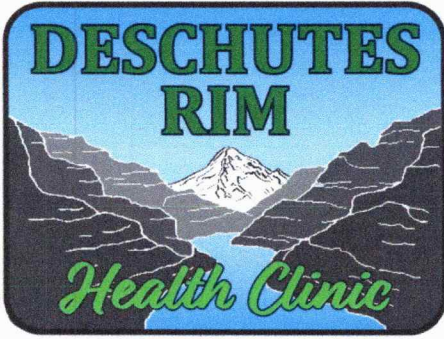
Three NO SHOW appointments in one year will require you call in every day at 9am to see if we have time on our schedule to work you in—you will lose the privilege of making an advanced appointment.

NO SHOW appointments cost us money and take time away from other patients who are willing to show up on time.

If you have missed an appointment you will be sent a letter to call for another appointment time, but that missed appointment will be listed as a NO SHOW appointment.

So, please remember:

- ARRIVE 15 MIN PRIOR TO YOUR APPOINTMENT TO CHECK IN
- BE ON TIME FOR YOUR APPOINTMENTS
- IF YOU NEED TO CANCEL, 24 HOURS MINIMUM NOTICE IS REQUIRED



1605 George Jackson Road
PO Box 219
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Dear _____,

It has come to our attention that you have no showed for your appointment.

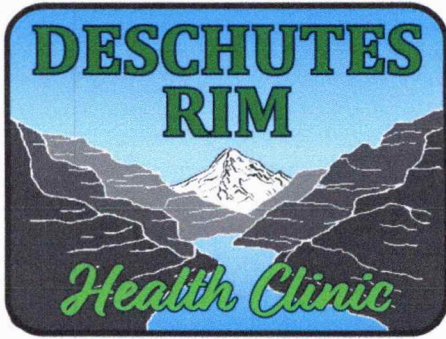
Our clinic has a no show policy that we will be enforcing for future no show visits, meaning if a patient has 3 no shows, did not call 24-hours in advance and cancel or just did not show up, then our schedule marks them as a no show.

We will start charging a \$25 fee after 3 no shows, this also means that a patient will not be able to book an appointment in advance, but will need to call every day at 9am to see if there is any available appointments for that day.

This is a protection for the other patients we had to turn away for those appointment times which did not end up happening.

Thank you,

Deschutes Rim Health Clinic



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Dear _____,

It has come to our attention that you have several no-show appointments.

Our clinic has a no-show policy that we previously notified you of. Therefore, according to policy your account is being recommended for review for possible dismissal from the practice.

Our Quality Assurance committee will review your account and will notify you in writing of our decision and or possible resolution that will provide the best outcomes for all.

If you would like to request a meeting to discuss, please reach out to the clinic manager to establish a zoom meeting so that our Medical Director may also attend.

Thank you,

Deschutes Rim Health Clinic

Clinic Manager

Passed by a majority of the Board of Directors of White River Health District, with a quorum in attendance the 21st Day of July, 2021.

White River Health District dba Deschutes Rim Health Clinic

Wasco County, Oregon

By Suzanne Knapp

Suzanne Knapp, Chairman of the Board

Attest: Laura Taylor

Laura Taylor, Secretary of the Board