

Corbin Pediatric Associates, PSC.
Policies and Procedures
Appointment No Shows

I. Policy

It is the policy of Corbin Pediatric Associates, PSC to recognize and respect the fact that patients occasionally miss scheduled appointments; however, no-shows have a negative effect on office efficiency, and also prevent other patients from being scheduled for the appointed time. For this reason, we ask that patients notify us of a desire to cancel an appointment at least three (3) hours prior to the scheduled appointment. When that doesn't occur, certain steps will be taken to reduce future appointment no-shows.

II. Procedure

- If a patient scheduled for a Well child exam shows up over twenty (20) minutes late for their appointment, they will not be seen but will be offered the opportunity to reschedule. This missed appointment will count as a no-show.
- If a patient scheduled for any other type of visit; i.e., sick visit, recheck, etc., shows up over twenty (20) minutes late for their appointment, they will be seen that day; however, this will count as a no-show.
- After the first no-show, the parent will be notified by letter with an explanation of our Appointment No Show Policy.
- After the second no-show in a twelve (12) month period, the parent will be notified by letter with an explanation of our Appointment No Show Policy, as well as a reminder that third no-show could result in discharge from the practice.
- After a patient has three no-shows in a 12 month period, the parent will be notified that they are being discharged from the practice and encouraged to seek another medical provider and how to obtain a copy of medical records. Additionally, an explanation on how to re-establish care with Corbin Pediatrics is included.
- Any exception to the terms of this policy will only be made by management.
- This policy will apply to our Corbin practice, as well as any satellite offices operated by Corbin Pediatrics Associates, PSC. A no-show at one location will count as a no-show at any other location.