

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. Cumming Acupuncture’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 allows the practice to better utilize appointments for other patients in need of prompt medical care.

Procedure

1. 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.
2. **Established patients:**
 - a. Appointments 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. In the event a patient has incurred three (3) documented “No Shows” and/or “Same Day Cancellations”, The patient’s chart will be reviewed and dismissals may be determined by the Practice Manager.
3. **New patients:**
 - a. Appointments must be cancelled at least 24 hours prior to scheduled appointment time.
 - b. All New Patients must pre-pay, to reserve their initial appointment.
 - c. In the event of a “No Show”, and/or “Same Day Cancellation” any pre-payments taken will be used to compensate Cumming Acupuncture for the relevant missed appointment.
 - d. 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. Plus, at the discretion of the Practice Manager, any pre-payments taken will be used to compensate Cumming Acupuncture for the relevant missed appointment.
 - e. In the event of three (3) documented “Same Day Cancellations,” or three (3) documented “No Shows” the patient may be subject to dismissal from Cumming Acupuncture. The patient’s chart is reviewed and dismissals are determined by the Practice Manager.