

Patient Legal Name

Medical Record No.

No-Show / Late Cancellation Policy

Please review our no-show policy and sign at the bottom of the form.

What constitutes as a no-show appointment?

NYOH defines a no-show appointment as any scheduled appointment in which the patient either:

- Does not arrive at the appointment
- Cancels with less than 24 hours' notice
- Arrives more than 30 minutes late and is consequently unable to be seen

No-Show appointments have a significant negative impact on our practice and the care we provide to our patients. When a patient no-shows for a scheduled appointment, it potentially jeopardizes the health of the no-showing patient and takes an appointment slot that another patient could have used.

How to avoid receiving a no-show or late cancellation

Confirm your appointment

NYOH will attempt to contact you three business days before your scheduled appointment to confirm your visit. If we are unable to speak with you, we will attempt to leave a message.

Plan to arrive 5-10 minutes prior to your scheduled appointment

This allows you and our staff to address any insurance or billing questions and /or complete any necessary paperwork before the scheduled visit.

Give 24-hours notice to cancel or reschedule

If you need to cancel or reschedule your appointment, you must contact our office no later than 24-hours before your scheduled visit to avoid a potential \$50 no-show fee. This allows us a reasonable amount of time to determine the most appropriate way to reschedule your care and use that spot for another patient. We understand that emergencies come up, so please give us a courtesy phone call if it is less than 24 hours before your appointment.

Consequences of No-Showing

- Appointment no-shows may be subjected to a \$50 no-show fee.
- If you miss three or more appointments within a year, you may be dismissed from the practice. Patient dismissal is at the discretion of the president, administrator and/or provider. If you are dismissed from NYOH, your remaining scheduled appointments will be canceled and only emergency medical treatments will be offered within the first 30 days of dismissal.

I have read and understand the NYOH No-Show Policy as described above.

Patient Signature

Date