



No Show Policies and Procedures

Policy effective date: January 1, 2018.

The goal of Greater Baden Medical Services, Inc. is to provide comprehensive and timely care to every patient. Our ability to do this depends upon each patient showing up for scheduled appointments on time. When patients miss appointments (“no show”), they don’t get the care they need when they need it. It also means that the appointment is not available for another patient who needs to get care.

“No Show”

What is a “No Show”?

- ❖ When you do not arrive to the appointment.
- ❖ When you cancel or reschedule the appointment with less than 24 hours’ notice.
- ❖ **What is the impact of a “No Show”?**
- ❖ Missing the appointment may put your health at risk.
- ❖ Missing the appointment denies care to other patients who need to be seen by a provider.
- ❖ Missing the appointment means that staff is idle and resources are wasted.

How can I avoid being a “No Show”?

- ❖ Confirm your appointment via the reminder call or text messaging reminders.
- ❖ Notify us as soon as you are aware you need to cancel or reschedule.
- ❖ Call us 24 hours in advance to cancel or reschedule your appointment.

The 24 hour notice give us enough time to schedule another patient in the vacant slot.

What happens if I have too many “No Shows”?

If you have 3 or more consecutive “no show” in a 6 month period, we will offer you same day or next day appointments **only**. We only have a few of these appointments each day.

What if I do better and keep my appointments?

If you are able to keep your appointments and show to 3 scheduled appointments in a 6 month period, we will allow you to return to the traditional appointment scheduling process.

I/We have read, understand, and will follow the “No Show” policies and procedures of Greater Baden Medical Services, Inc.

Date: _____

Guarantor Signature: _____

Patient Name: _____ DOB: _____ Patient Name: _____ DOB: _____

Patient Name: _____ DOB: _____ Patient Name: _____ DOB: _____