



South Cobb Primary Care

"NO-SHOW" POLICY

When an appointment is missed without a call from someone to cancel or reschedule the appointment, it is considered a **"no-show"**. When a patient does not appear for their appointment, time is lost not only for the physician, but also for the patients we might have been able to schedule at that time.

The "no-show" rate has steadily increased over time. Almost every day there is someone that we are not able to see because we have no remaining available appointments. Even though we try to accommodate as many of our patients as possible, there is a limit to how many patients we can book because we have to assume that everyone will keep their appointment. Therefore, after much consideration, and in fairness to our patients who do keep their appointments or call at least 24 hours in advance to reschedule, we feel it is necessary to implement a "No-Show" policy as follows:

Patients, who miss appointments without calling at least 24 hours in advance to cancel, will receive a charge of \$25.00 for their missed appointment. At the time of the third missed appointment the patient will be advised that another "no-show" may result in discharge/termination from the practice.

We value you as a patient and recognize the difficulties you face in trying to coordinate all the demands made upon your time. We know that unavoidable emergencies sometimes occur.

We hope that you understand our need to implement this policy in our attempt to accommodate all of our patients' time constraints. Thank you for your understanding and support.

Thank you:

South Cobb Primary Care

Patient Signature

Date