



No Show Policy for Authentic Health

Treating our patients at Authentic Health with respect and dignity is mandatory to make our patients feel secure in our care. This is also expected in return from our patients. When a patient schedules an appointment, we ask that they let us know within 48 hours of the appointment if they cannot keep the appointments. When patients do not allow the 48 hour notification or are a No Show for their appointment, our office cannot see the patients that call every day and need to be seen urgently; our providers and staff spend time preparing for each visit to ensure we are ready to see you and our healthcare systems bases our revenues on the number of patients we see a day. Having a No Show appointment causes patients with urgent needs to be postponed for a visit, wastes the staff and provider's time preparing for a visit that does not take place and can also be harmful to the financial health of our patients.

Because of these potential risks to our patients and practice, we have implemented the following guidelines regarding No Show visits.

- 1. A "no-show" appointment is defined as failure to show for your appointment or canceling your appointment on the same day it is scheduled.**
- 2. Each "no-show" appointment will result in a \$45 fee that will be applied to your account. This fee must be paid before you can be seen again. The practice may consider waiving this fee depending on the individual circumstances.**
- 3. You will receive a warning letter after your second no-show appointment for the calendar year.**
- 4. You may be dismissed from our practice after three no-shows within a calendar year. We would continue to serve you for emergency care 30 days after the dismissal is mailed.**