



Description / Pre-Policy Definition

“No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 10 minutes after the expected arrival time for the scheduled appointment.

“Standby” shall mean any patient who arrives to their appointment ten or more minutes past their appointment time will be worked back into the schedule at the manager’s discretion as the doctor is able to see them without increasing the wait time of other patients.

Policy

It is the policy of the practice to monitor and manage appointment no-shows and late arrivals. Beach Eye Care’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 prior to their appointment time. Notification allows the practice to better utilize appointment books.

No Show Procedure

1. A patient is notified of the appointment “No-Show & Late arrival policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.
2. The front desk will notify a no-show patient via phone 10 minutes after their scheduled appointment time and attempt to reschedule the appointment. If the front desk is unable to reschedule the appointment a recall will be placed in the chart for the scheduled appointment type.
3. A task will be sent to the billing department by the front desk, to contact the patient in effort to collect a no-show fee* via the patient portal.

Late Arrival Procedure

1. A patient is notified of the appointment “No-Show & Late arrival policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.
2. In the event a patient arrives late or communicates planned arrival at a time defined as “late arrival” [to their appointment], the front desk/operator is to coordinate with the site manager to determine whether the patient can be placed in “standby” status, with effort to be worked back into the current schedule.
3. If the site manager is not available, the patient may hold or wait until another practice representative authorized to assist is available (manager, med-tech, director). If the patient is unable to hold or wait for determination, rescheduling is the next option.

**Cancellation and No-Show fee amount varies depending on type of appointment and will be communicated by the practice to the patient upon scheduling.