

POLICY AND PROCEDURE

Policy Title: No Show Policy	July 7, 2014

Purpose:

The purpose of a no show policy is to maximize utilization of appointments and effectively manage the flow of patients during clinic. A no show is a missed opportunity

Policy:

Office Visits

A patient is classified as a “No Show” if they fail to cancel their appointment within 24 hours prior to their scheduled office appointment. The first offense will involve a courtesy phone call or letter to the patient by a department designee reminding the patient of the NS policy and giving them a warning by informing them if a second “No Show” occurs, they will be charged a **\$25.00 No-Show fee**. This fee is will be charged directly to the patient and not the insurer as applicable.

Surgery

Due to the large block of time needed for surgery, last minute cancellations impose considerable hardships for the office and other patients waiting to have surgery. If surgery is not cancelled at least 48 hours in advance of the surgery, the patient will be charged a Seventy Five dollars (\$75) fee. This fee is will be charged directly to the patient and not the insurer as applicable.

In those instances, where patients fail to abide by the policy by being repeat offenders, it will be the physician’s discretion as to whether a discharge letter will be sent to the patient disengaging them from his/her practice.

Exceptions: Providers **may not charge Medicaid patients** for “Missed Appointments” according to NC Medicaid Billing Guide 2012, Section (4), and Page 4-1. It should also be noted that providers **are allowed to bill Medicare** and Medicare Replacement patients effective October 1, 2007, according to Chapter 12, section 30.3.13 of the Medicare Claims Processing Manual.

Procedure:

1. Patients are advised at the point of scheduling the appointment that if they fail to cancel an office appointment within a 24 hour period, they will be charged a **\$25.00 “No Show” Fee**. The same will hold true for Surgery Cancellations and a **\$75 No Show Fee** will be charged to the patient if the surgery is cancelled 48 hours or less from the surgery date.
2. Per the above policy, the Department Designee will contact the patient on the first No Show offense reminding them of the policy and the potential charge if they fail to cancel a second appointment within a 24 hour period of the scheduled appointment. The Department Designee will ensure the correct reason **“Patient NS Show** is applied to the appointment. See Diagram 1.

Diagram 1: Appointment Cancellation Reasons


45	PATIENT NO SHOW
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The department designee will then enter a NS charge in TW using the No Show Procedure Code to charge the patient the \$25.00 or \$75.00 NS Fee. Nuclear Medicine patients will be informed by the Scheduler when making their appointment a Radio Isotope is ordered from an outside Radio Pharmacy and failure to show up for the appointment will result in a \$25.00 NS fee along with the cost of the Radio Isotope. This fee will be charged directly to the patient and not the insurer as applicable for all No Show Appointments in Nuclear Medicine.

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3. When a patient presents at check-in with an existing unpaid NS Show Fee, it will be the up to the discretion of the treating provider whether they want to see that patient or ask they pay the fee prior to being treated.

 Approved By:	Effective Date: 01/01/2018
Reviewed: 01/01/2020	