



No-show Policy/Agreement

Quality Care for our patients is our priority. Please take a few minutes to review our no-show policy and sign at the bottom of the form. EHC does realize that extenuating circumstances happen from time-to-time and would not be considered a "no-show" on an infrequent basis.

Definition of a "No-Show" Appointment

EHC defines a "No-show" appointment as any scheduled appointment in which the patient either:

- Does not arrive to the appointment
- Cancels with less than 24 hours' notice

Impact of a "No-Show" Appointment

"No-Show" appointments have a significant impact on our practice and the healthcare we provide to our patients. When a patient "no-shows" a scheduled appointment it:

- Potentially jeopardizes the health of the patient missing the appointment
- Does not give us time to fill the missed appointment slot with another patient who could have used the appointment
- Potentially is a misuse of staff time that have prepared for your appointment

How to avoid Getting a "No-Show"

1. Note your appointments on your calendar
2. Answer reminder calls
3. Give 24 hours to cancel an appointment

1. Appointment Confirmation

EHC will attempt to contact you before your scheduled appointment to confirm your visit. If you must reschedule your appointment, please call our office directly to ensure we have the information necessary to reschedule your appointment.

2. Try to arrive early to your appointment

This allows time for you and our staff to address any insurance and billing questions and/or to complete any necessary paperwork and update your address, phone number, etc.....

3. Give 24 Hours' Notice if you need to cancel

When you need to cancel or rebook a scheduled visit, please contact our office no later than 24 hours before the scheduled visit. This allows us reasonable time to determine the most appropriate way to reschedule your care as well as gives us the opportunity to provide the appointment to someone who may need it. If it is less than 24 hours before your appointment, please call us.

Consequences of "No-Show" Appointments

- I. The first appointment we will call you to check your well-being and reschedule. Your health is our priority. We will also send you a letter.
- II. The second appointment we will also call you and send you a letter
- III. After the 3rd missed appointment you will no longer be able to schedule appointments and will need to call the morning of the day you would like an appointment. You will not be denied treatment for a medical emergency.

I have read and understood the Eastport Health Care 'No-Show' Policy/Agreement as described above.

 Patient Signature

 Date