



# OAK Pediatrics No Show Policy

**Purpose:** The purpose of this No-Show Policy is to ensure efficient scheduling and optimal use of clinical resources, and to reduce the impact of missed appointments on patient care and facility operations. This policy aims to encourage patients to keep their scheduled appointments or provide adequate notice of cancellation.

**Scope:** This policy applies to all patients receiving care at OAK Pediatrics.

## Policy:

### 1. Definition of a No-Show:

- A "No-Show" is defined as a patient who fails to arrive for a scheduled appointment without providing prior notice of cancellation or rescheduling.
- Including and not limiting same day appointments, physicals, consults and follows.

### 2. Notification Requirements:

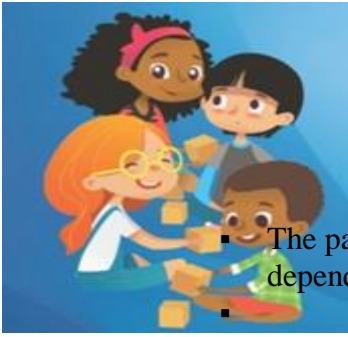
- **Cancellation Notice:** Patients are required to provide at least [24/48] hours' notice if they need to cancel or reschedule an appointment.
- **How to Cancel:** Cancellations can be made by calling the office at P: 978-746-6382, using the patient portal, or emailing [email address].

### 3. Documentation of No-Shows:

- Each no-show will be documented in the patient's medical record, including the date and time of the missed appointment and any follow-up actions taken by the office.

### 4. Consequences of No-Shows:

- **First No-Show:** The patient will receive a courtesy reminder of the no-show policy and the importance of keeping scheduled appointments.
- **Second No-Show:** The patient will receive a formal notification, either via mail or electronically, reiterating the policy and warning of potential consequences for further no-shows.
- **Third No-Show:** After a third no-show within a [12-month] period, the patient may be subject to one or more of the following actions:
  - A no-show fee of \$25.00 may be charged to the patient's account.
  - The patient may be required to speak with a practice manager before scheduling future appointments.
  - The patient may be placed on a probationary status, where future appointments must be confirmed by phone within [24/48] hours before the scheduled time.



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- The patient may be discharged from the practice for repeated no-shows, depending on the severity and frequency of missed appointments. This
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- decision will be made on a case-by-case basis and communicated in writing.

### 5. **Exemptions and Special Circumstances:**

- Patients who miss an appointment due to emergencies or unforeseen circumstances should contact the office as soon as possible to explain the situation. Each case will be reviewed individually, and exemptions may be granted at the discretion of the healthcare provider or practice manager.

### 6. **Appointment Reminders:**

- As a courtesy, OAK Pediatrics will provide appointment reminders via phone calls, text messages, or emails. However, it remains the patient's responsibility to remember and attend their scheduled appointments.

### 7. **Reinstatement:**

- Patients who have been discharged from the practice due to repeated no-shows may request reinstatement. The request will be reviewed by the practice manager and healthcare provider, and reinstatement will be considered on a case-by-case basis.

### 8. **Patient Education:**

- Patients will be informed of this No-Show Policy at the time of registration and periodically reminded through appointment confirmations and the patient portal. Educational materials explaining the impact of no-shows on healthcare delivery and resources will be made available.

By adhering to this No-Show Policy, OAK Pediatrics aims to provide timely care to all patients and maintain the efficiency of our healthcare services.