

Business Office Operations Policy 704

Patient No Show Policy

Effective Date: September 3, 2021

Supersedes Date: May 1, 2023

Review Date: May 2027

Policy: It is the client's responsibility to notify the office at least 24 hours in advance of their scheduled appointment to reschedule or cancel. Individuals who fail to show for two scheduled appointments within a 90-day period or semester are informed that the Memphis Speech and Hearing Center will be unable to provide additional services until the following semester.

Procedure:

I. Patients

- a. All Patients seen at the Memphis Speech and Hearing Center (excluding other agreements) are subject to this policy to include University students, regardless of their insurance coverage.

II. Patients Seen for Evaluations

- a. The no show policy will be communicated to patients.
- b. A notice will be included in the paperwork sent to the client prior to the appointment.
- c. Notation of the no show will be noted in EMR.

III. Patients Seen in Therapy

- a. The business office staff will give the client the attendance policy in writing at the time of their first therapy appointment.
- b. Patients who have two unexcused appointments in a 90-day period may be dismissed from therapy. (Policy C-202). The dismissal letter is sent by the Practice Manager. The clinician must notify the Practice Manager of this need.