

McCook Clinic No-Show Policy

Quality care for our patients is our priority. Please take a few minutes to review our no-show policy. If you have any questions, please let us know.

Definition of a “No-Show” Appointment

McCook Clinic defines a “No-show” appointment as any scheduled appointment in which the patient either:

- Does not arrive to the appointment
- Cancels with less than 60 minutes’ notice
- **Arrives more than 15 minutes late and is consequently unable to be seen**

Impact of a “No-Show” Appointment

“No-show” appointments have a significant negative 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 “no-showing” patient
- Is unfair (and frustrating) to other patients that would have taken the appointment slot
- Disrespects not only the provider’s time, but also the time of the entire clinic staff

How to Avoid Getting a “No-Show”

- Arrive 10-15 minutes early
- Give a minimum of 60 minutes’ notice to cancel the appointment

1. *Always Arrive 10-15 Minutes Early*

When you schedule an office visit with us, we expect you to arrive at our practice 10-15 minutes prior to your scheduled visit. This allows time for you and our staff to address any insurance or billing questions and/or to complete any necessary paperwork before the scheduled visit.

2. *Give a Minimum of 60 Minutes’ Notice if You Need to Cancel*

When you need to cancel or rebook a scheduled visit, we expect you to contact our office no later than 60 minutes before the scheduled visit. This allows us a reasonable amount of time to determine the most appropriate way to reschedule your care as well as giving us the opportunity to rebook the now vacant appointment slot with another patient. If it is less than 60 minutes before your appointment and something comes up, please give us the courtesy of a phone call.

Consequences of “No-Show” Appointments

If you miss 3 or more appointments within a 12-month period, you will no longer be allowed to schedule appointments ahead of time.

1. You will still be able to get care at McCook Clinic.
2. **To seek care when you are not allowed to schedule an appointment:**
 - Come to the front desk and let the receptionist know why you need to be seen
 - You will not be able to choose which provider you see
 - McCook Clinic staff will provide you with the next available appointment with a provider that can address your concerns
 - This will be the same day, but you may be required to wait
3. **For every no-show we will send the individual a bill of \$45 for a Missed Appointment (99003)**