

UCM Digital Health

Scheduled appointment late cancellation and no show policy

Effective Date: 11/1/23

Description

Late cancellation means any patient who cancels an appointment less than 24 hours before their scheduled appointment. No-show means any patient that fails to arrive for a scheduled appointment within 10 minutes after the scheduled time of the appointment.

Policy

UCM monitors and manages cancellations and no-shows. If it is necessary to cancel an appointment, patients are requested to contact us as soon as possible and required to contact us at least 24 hours prior to their appointment time. Adequate notification allows our practice to better utilize appointments for other patients in need of prompt medical care.

Procedure

- 1) All patients are notified of the scheduled appointment "Late cancellation and No-Show Policy" at the time of scheduling their appointment. This notification will be verbal and can be provided in writing at the patient's request.
- 2) Appointments must be canceled at least 24 hours prior to the scheduled appointment.
- 3) If a patient has had three late cancellations, two no-shows, or any combination of late cancellations and no shows that is a total of 3 occurrences, the patient may be subject to dismissal from UCM Digital Health scheduled appointment services.
- 4) The patient will be notified in writing they have been dismissed from UCM Digital Health scheduled appointment services.
- 5) Patients will continue to have access to our on demand urgent care and emergent care services.