

Missed Appointment Policy

PURPOSE:

The Marathon Family Health Team is committed to providing efficient service to all members of the community. When people in the community do not keep their appointments and do not notify the clinic, then others in the community who are waiting to be seen cannot utilize an available appointment.

It is the intent of this policy to inform the community that missed appointments have an impact on their community as well as clinic operations and that the clinic will utilize a financial penalty for a series of missed appointments incurred by patients.

When two (2) appointments are missed within a calendar year (January to December), a fee will be invoiced to the patient to cover the cost of clinic operations in managing missed appointments.

POLICY:

1. A patient will be considered a no-show if they miss their booked appointment time without calling to cancel or advise the clinic that they cannot make their appointment.
2. Patients are encouraged to call the office if they are late or must miss their appointment. Notices are displayed in all public areas of the clinic to advise patients that they should contact the clinic if they are going to be late or must miss their scheduled appointment.
3. Patients will be invoiced a fee of **\$30.00** after two (2) no shows within a calendar year.