

Title:	Missed Appointment Policy	Date of Issue: October 2009
		Revision Date: February 18, 2021
Approved By:	Marathon Physician Associates Group	Review Date: February 18, 2025

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 who are waiting to be seen cannot utilize an available appointment.

It is the intent of this policy to inform patients of the Marathon Family Health Team that missed appointments have an impact on their community as well as clinic operations and to encourage patients to cancel appointments that they are not able to attend whenever possible.

Patients of the Marathon Family Health Team will be encouraged to cancel appointments ahead of time to deter missed appointments from occurring. Cancellation of appointments can be done via the text message reminder system as well as voicemail messaged after hours.

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. Patient appointment status will be updated to 'no-show' if they do not present to clinic within 10 minutes of their scheduled appointment time.

Patients will no longer be invoiced a fee of \$30.00 for missing two appointments in a calendar year.

Date of Issue: October 2009, J. Berube, MFHT
Revisions: October 1, 2018, M. Bouchard, MPAG
February 18, 2021, M. Bouchard, MPAG