



No-Show Policy

Quality care for our patients is our priority. Please take a few minutes to review our no-show policy and sign at the bottom of the form. If you have any questions please let us know.

Definition of a “No-Show” Appointment

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

- Does not arrive to the appointment
- Cancels with less than 24 hours’ 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 fails to keep an appointment, it:

- Potentially jeopardizes your health
- Prevents other BG patients that are waiting for much needed care to schedule a timely appointment; please be considerate and keep all planned appointments
- Potentially creates liability to the physician and practice when you fail to adhere to your physician’s care plan

How to Avoid Getting a “No-Show”

1. **Confirm** your appointment
2. **Give 24 hours’** notice to cancel appointment

1. Appointment Confirmation

Borland Groover will provide an email to you five business days before your scheduled appointment to alert you to pre-register through Phreesia to streamline the check in process. A second confirmation reminder, based on your preference will either be made via a land line call, mobile cell call, or text message. If we are unable to speak with you, we will leave a brief message noting our reminder of your appointment.

2. Give 24 Hours’ 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 24 hours before the scheduled visit. This allows us a reasonable amount of time to determine the most appropriate way to reschedule your care. If it is less than 24 hours 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 year you may be dismissed from the clinic for **NON-COMPLIANCE**

1. Patient dismissal is at the discretion of your physician
2. If you are dismissed from the clinic, any remaining scheduled appointments will be cancelled
3. Only emergency medical care will be offered within the first 30 days of dismissal

I have read and understood the Borland Groover “No Show” Policy as described above.

Patient Signature

Date