

## **No-Show and Missed Appointment Policy**

**Effective Date:** April 7, 2025

At The Optics Group, we value your time and strive to provide excellent service to all our clients. To ensure that our services remain efficient and fair to everyone, we have implemented the following No-Show and Missed Appointment Policy.

### **1. No-Show Definition:**

A “no-show” is defined as a patient who misses a scheduled appointment without providing prior notice of cancellation or rescheduling 15 minutes past their scheduled appointment time.

### **2. Fees for No-Shows:**

A fee of \$25 will be charged to patients who do not show up for their scheduled appointment or fail to provide the required notice of cancellation or rescheduling. This fee will be applied for each missed appointment. We do provide each patient with one free pass, meaning that we will not charge the fee on the first instance but will after that initial instance.

### **3. Cancellation/Rescheduling:**

Clients who need to cancel or reschedule an appointment are required to notify The Optics Group in advance as described above in points 1 and 2. Failure to do so will result in the \$25 no-show fee being charged.

### **4. Payment of Fees:**

The \$25 no-show fee must be paid before any future appointments can be scheduled. We accept payment via cash, check, and all major credit/debit card companies.

### **5. Repeated No-Shows:**

Repeated instances of no-shows may result in the restriction of scheduling future appointments, at the discretion of The Optics Group.

### **6. Exceptions:**

Exceptions to this policy may be made in cases of emergencies or unavoidable circumstances. Clients are encouraged to contact us as soon as possible to explain the situation.

### **7. Acknowledgment:**

By scheduling an appointment with The Optics Group, you acknowledge and agree to the terms of this No-Show and Missed Appointment Policy.

When a patient No-Shows, staff need to go into the account and document under “Patient Notes” that they have used their one freebie. Exceptions are listed in the policy above. Once the patient is noted, staff will need to call the patient and attempt to reschedule them while informing them that they have used their one freebie. This gives the patient one last chance to explain if there is a reason why they missed their appointment.

If a patient No-Shows another time after this has been documented, one of two things will happen depending on their insurance.

#### IF THE PATIENT **DOES NOT** HAVE MEDICAID:

Please follow the next steps.

- 1) Add in “Patient Notes” the following, “No Show Fee applied for ‘date’”. It is the responsibility of the patient to notify us of any emergencies or unavoidable circumstances.
- 2) Create a new Quick Order and add the line item “NOSHOW” to their order and set it to “P”. Put the patients’ account on Hold. This fee must be paid in full before any future appointments are to be scheduled, no exceptions unless approved by management. If an exception is granted, the manager must notate why in the Patient Notes.

#### IF THE PATIENT **DOES** HAVE MEDICAID:

Federal law prohibits us from charging a fee for no-shows to ANY patient with Medicaid. However, we can do one of the following options instead.

- 1) Patient is put on “Same Day or Cancellation List” strategy. If the patient is in the office or calls and there are no appointments available, they are placed on the cancellation list where we will call them if there are any openings on the current day. These patients are not to be scheduled in future days unless approved by a manager.

If the patient’s number is not in service or we have called more than once to try and schedule them, remove them from the cancellation list and make notes in the Patient Notes in FoxFire. It is the patient’s responsibility to remain in communication with us for us to attempt to accommodate schedules.

- 2) If the patient is not accepting option 1 and expresses any negative behavior, care can be terminated at the discretion of management.

#### **SAME DAY APPOINTMENT NO-SHOW POLICY – HOLD STATUS**

If a patient pays the applicable no-show fee and is seen for a same-day appointment, the patient may be removed from hold status; however, pre-appointing future visits is not permitted. All no-show alerts must remain on the patient’s account.

If the patient incurs another no-show in a subsequent year after previously being placed on hold and paying the no-show fee, the patient will be immediately placed back on hold and charged the \$25 no-show fee.