No-Show Policy

Organization:
DentaQuest Institute, Westborough, MA

Summary:
This no-show policy guides the management of dental patients who do not keep appointments (DNKAs) or cancel without sufficient notice (defined as less than 24 hours) and maximize access to care for those patients who are responsible about keeping appointments.

Procedure:

1. All new patients of the dental program at (insert name of CHC) will be given a written copy of the No-Show Policy and be required to sign an acknowledgment of the policy (Attachment 1), which will be placed in their dental record.

2. As a courtesy, patients will be reminded of their scheduled appointments. Patients, however, are still responsible for their appointments regardless of a successful reminder.

3. Patients who do not arrive for an appointment (or cancel with less than 24 hours’ notice) will be documented as having missed their appointment.

4. Patients who miss a second appointment within the same calendar year (or cancel with less than 24 hours’ notice) will be documented. All future appointments for these patients will be cancelled (Attachment 2).

5. Once documented as having violated the no-show policy, in order to be considered for further treatment, patients will be required to write a letter to the dental director explaining the following: 1) why they missed the last appointment; 2) the reason(s) they feel they need another appointment; and 3) that they understand that another no-show visit will result in their discharge from the practice.

6. This policy will be enforced uniformly and consistently by all staff and administration of (insert name of CHC).

Attachments (refer to NNOHA Promising Practices Directory):
Attachment 1 – No-Show Policy Letter
Attachment 2 – Discharge Letter

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