**Purpose:** To minimize the number of no-show appointments and ensure that appointment slots are well utilized.

**Policy:** Patients who repeatedly fail to provide sufficient warning that they will miss their appointments will have restrictions placed on scheduling of future appointments. All patients will have a clear opportunity outlined to resume regular scheduling. No patient shall be denied urgent services.

**Procedure:**

- If patients schedule their appointment more than one day in advance, they will receive an appointment reminder via a call and/or text to the phone number they last provided COH. When possible, COH staff will make additional reminders calls.

- A “no-show” is defined as an appointment that a patient (1) does not attend or arrives more than 15 minutes late for and (2) did not call to cancel or reschedule at least one hour before the start of the appointment. The exception is behavioral health appointments which require 24 hours notification of cancellation.

- If a medical or dental patient has two “no shows” in a row OR three “no shows” in the past three months, COH will only provide urgent walk-in or standby visits for that patient until they have met with a staff member to review the policy.

- If a behavioral health patient receiving therapy or psychiatric services has three “no shows” in a row OR reschedules more than half of their appointments in a two month period for any reason, therapy or medication will be temporarily stopped for three months. A patient of COH medical services can still receive urgent support from a behavioral health specialist. Any patient may call for crisis services.

- All appointments have a 15-minute grace period with the exception of standby scheduling which has no grace period.
  - If a patient arrives more than 15 minutes late and has enough no-shows that the no-show policy has taken effect, the receptionist will explain the policy to them and make a note in their chart.
  - If the no-show policy has not taken effect, the patient may be fit into another available opening in the schedule, may choose to wait in the reception area in case of a cancellation, or may be rescheduled for another day.

- All patients will receive an agreement outlining this policy when they establish care at COH that requires a signature. Additional notice will be provided via phone call after the first no show to ensure that the patient is aware of the policy.