



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

Rolling Hills Clinic 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 10 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 “no-shows” a scheduled appointment it:

- Potentially jeopardizes the health of the “no-showing” patient
- Is unfair (and frustrating) to other patients that would have taken the appointment slot
- Disrespects not only the provider’s time, but also the time of the entire clinic staff

How to Avoid Getting a “No-Show”

1. **Confirm** your appointment
2. **Arrive** 5-10 minutes early
3. **Give 24 hours’** notice to cancel appointment

1. Appointment Confirmation

Rolling Hills Clinic will attempt to contact you two business days before your scheduled appointment to confirm your visit. If we are unable to speak with you and have to leave a message, you will need to contact Rolling Hills Clinic by 2:30pm the business day before the appointment – otherwise the appointment will be canceled and marked as a “no-show”.

2. Always Arrive 5-10 Minutes Early

When you schedule an office visit with us, we expect you to arrive at our practice 5-10 minutes prior to your scheduled visit. This allows time for you and our staff to address any insurance or billing questions and or to complete any necessary paperwork before the scheduled visit.

3. 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 as well as giving us the opportunity to rebook the now vacant appointment slot with another patient. 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.

1. Patient dismissal is at the discretion of your medical or dental provider
2. **If you are dismissed from the clinic, your remaining scheduled appointments will be cancelled**
3. Only emergency medical/dental treatment will be offered within the first 30 days of dismissal
4. Reapplication to the clinic after a six month period after initial dismissal letter will be considered by your medical or dental provider.

I have read and understood the Rolling Hills Clinic “No Show” Policy as described above.

Patient Signature

Date