

Appointment No-Show, Late & Cancellation Policy

Form rev. 4/10/2023

DEFINITION

- “No Show” refers to a patient who does not attend a scheduled appointment.
- “Same-Day Cancellation” pertains to a patient who cancels their appointment less than 24 hours before the scheduled time.
- “Late Arrival” pertains to a patient who arrives at the clinic 15 minutes after the scheduled appointment time.

POLICY

AdaptIV Infusion follows a policy of monitoring and addressing appointment no-shows and late cancellations in order to deliver timely and outstanding care to every patient.

If a patient needs to cancel an appointment, they must inform the practice by phone or message at least 24 hours before their scheduled time. Notification enables the practice to offer the appointment slot to other patients who require prompt medical care.

PROCEDURE

Patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.

Established patients:

- Appointment must be canceled at least 24 hours prior to the scheduled time.
- In the event a patient arrives late as defined by “late arrival” to their appointment and cannot be seen by the Clinician on the same day, they will be rescheduled.
- In the event a patient has incurred three (3) documented “no shows” and/or “same-day cancellations,” the patient may be subject to dismissal from AdaptIV Infusion. The patient’s chart is reviewed and the transfer of care is determined by our Medical Director only, no exceptions, in accordance with AdaptIV Infusion guidelines.

New patients:

- Appointment must be canceled at least 24 hours prior to scheduled appointment time.
- In the event of a “no show”, AdaptIV Infusion will notify the referring provider of missed treatment.
- If a patient arrives beyond the “late arrival” period, the servicing provider will assess whether the patient needs to reschedule, taking into account the day’s schedule and treatment requirements. AdaptIV Infusion reserves the right to cancel your appointment, as it could disrupt the schedule for the remainder of the day.
- In the event a patient has incurred three (3) documented “no shows” and/or “same-day cancellations,” the patient may be subject to dismissal from AdaptIV Infusion. The patient’s chart is reviewed and the transfer of care is determined by our Medical Director only, no exceptions, in accordance with AdaptIV Infusion guidelines.

I _____ affirm that I have read and understand the appointment policy and have received a copy of the appointment policy.

Patient Signature or Legal Representative Signature

Date (mm/dd/yy)