



No-Show Patient Notice

Keeping scheduled appointments is an important part of your health care. It allows your doctor or dentist to talk about your illnesses and what you can do to stay healthy. When you miss an appointment, you also miss out on the opportunity to improve your health. In addition, it takes the appointment away from another patient who may need it.

Here is an example: In November of last year, 20% of CHC's patients did not show up for their appointments. If they had called to cancel their appointment, those spots could have been filled by over 2,500 other patients.

Beginning January 1, 2014 Community Health Center of Snohomish County's No-Show Policy will include, but not be limited to:

- Medical and Dental patients who do not show up for, or call to cancel their appointment will get a "Notice of Missed Appointment" letter.
- Medical and Dental patients who do not show up for or call to cancel their appointment three (3) or more times in a six month period may be put on probation. These patients will not be able to make appointments in advance for six (6) months. If a patient is placed on probation, they will be able to come into the office to request a same-day appointment, but there is no guarantee they will be seen.
- Medical and Dental patients who have been placed on probation three (3) or more times may be terminated as a patient.

We hope this notice helps you understand the importance of keeping your appointments and/or providing adequate notice when you need to cancel. Your health is important to us, and we look forward to seeing you at your next scheduled appointment.