



# 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

Lubbock Primary Care defines a “No-show” appointment as any scheduled appointment for which the patient either:

- Does not arrive to the appointment
- Cancels with less than 2 hours’ notice
- Arrives more than 15 minutes late and is consequently unable to be seen

## Impact of a “No-Show” Appointment

“No-show” appointments have a significantly 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 and is unfair to other patients that would have taken the appointment slot.

## How to Avoid Being Charged for a “No-Show”

1. Confirm your appointment
2. Arrive on time
3. Give At Least 2 hours’ notice to cancel appointment

## Appointment Confirmation

Lubbock Primary Care will attempt to contact you by telephone three days prior to your scheduled appointment to confirm your visit. If we are unable to confirm we will attempt to contact you by telephone again one day prior to your scheduled appointment to confirm your visit. According to patient preference, we may also send a text message reminder one day prior to the scheduled appointment. Please remember to inform our staff of any changes to your telephone number(s).

## Consequences of “No-Show” Appointments

Patients will be charged a fee of \$25.00 for each documented “no show” appointment.

Patients will receive a letter informing them of the missed appointment and the fee associated with the missed appointment.

If you miss 3 or more appointments within a year you may be dismissed from the clinic.

I have read and understand the Lubbock Primary Care “No Show” Policy as described above.

\_\_\_\_\_  
Patient Signature

\_\_\_\_\_  
Date