



HEALING MINDS OASIS

## **Attendance Policy**

Patients are asked to arrive to their appointments before their scheduled appointment time. New patients are to arrive 15-20 minutes before their scheduled appointment time. Established patients are to arrive 5-10 minutes before their scheduled appointment time. This allows enough time for the registration process to be completed before the actual appointment time.

A grace period of up to 10 minutes may be permitted for unforeseen delays a patient may encounter while traveling to the office for their appointment. If a patient arrives 10 minutes or more late for their appointment, the patient will be given the option of either rescheduling for a later date or waiting to be seen if the schedule permits. This process will ensure patients that arrive on time and are seen in a timely manner.

Insurance companies will not pay for missed appointments, whether no-shows or late cancellations. You are responsible for paying for the reserved time. Your appointments are set aside exclusively for you and if/when you do not show up, that time still belongs to you. A “No Show” or “Late Cancel” is a patient who fails to appear for a scheduled appointment without providing at least 24-hour cancellation notice. There is a \$75 charge for all No Show/Late Cancel visits.

To assist the patient in keeping appointments, reminder calls/texts/email are initiated at least 48 hours before the patient’s scheduled appointment. During the reminder call the patient is offered the opportunity to either confirm or reschedule the appointment. All reminder calls are documented in the patient’s electronic health record (EHR). Following the reminder call (or appointment confirmation), the patient is responsible for cancelling or rescheduling the appointment no less than 24 hours before the scheduled appointment.

If the automated reminders are unable to directly contact the patient, a voice message will be left indicating the date, location, and time of the patient’s appointment. It is the responsibility of the patient receiving the voicemail to confirm, cancel, or reschedule 24 hours before the scheduled appointment. All reminder calls are documented in the patient’s electronic health record (EHR). If the patient’s phone is “out of service” or not receiving calls, the patient is still responsible for keeping the scheduled appointment. Patients will have no more than three (3) no show appointments and/or cancelled appointments. Any patients who have three (3) no show appointments and/or cancellations may no longer be permitted to schedule appointments with Healing Minds Oasis and may be subject to termination from treatment.