



Bay Mills Indian Community
BAY MILLS HEALTH CENTER
Policy & Procedure Manual

SUBJECT: NO CALL/ NO SHOW	REFERENCE #3.3
DEPARTMENT: DENTAL	PAGE: 1
APPROVED BY: Audrey Breakie	REVISED: 10/18/2017
	REVIEWED: 12/21/2017

PURPOSE:

To guide staff and patients in a manner consistent with our mission and to show respect and understanding.

POLICY:

Patients who no call/ no show three consecutive appointment times will be limited to emergency appointments only for a six month time frame from the last no call/ no show appointment date. Patients are encouraged to show up to their scheduled appointment or call within 24 hours to cancel.

RESPONSIBLE STAFF: All reception staff

PROCEDURES:

Inform the patient when scheduling appointments to include the no call/ no show policy

Receptionist will complete a reminder call two days prior to appointment again reiterating the no call/no show policy and the late arrivals policy.

If the patient no call/no shows for the appointment, the front desk will cancel all subsequent scheduled appointments.

If a patient no call/no shows three consecutive appointments, the patient will only be able to come in as a triage walk-in for the next six months.

Patient will be notified of the scheduling limitation for a six month time frame from the last no call/ no show appointment by mail from the clinic. The mailing will be documented in the patients chart.

After six months, the patient may schedule one appointment at a time and will be on a probationary period for six months, which the patient must show willingness and must show up to all scheduled appointments within that time. If the patient no call/ no shows again within the probationary period, the patient will again be limited in scheduling.



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The patient has 24 hours to call about extenuating circumstances for missing their appointment. Some extenuating circumstances may be reviewed by Bay Mills Health Center administration.

In case of emergency the patient may be triaged: See the Triage policy.