

**Policies & Procedures**

**Section:** Administrative

**Pages:** 1

**Subject:** Cancellation and No-Show Policy

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## **CANCELATION AND NO-SHOW POLICY**

### **PURPOSE**

Patients who fail to show for their appointments and who do not notify the provider in advance are costly to the practice and may prevent another individual who needs to be seen from getting an appointment time. For the purposes of this policy, a no-show appointment is any scheduled appointment where the client:

- Does not present for the appointment, or
- Calls to cancel their appointment less than 24 hours prior to the appointment.

If a client is unable to attend a scheduled appointment, they must call 801-773-7060 to notify Davis Behavioral Health of the intended absence 24 hours in advance. DBH will also allow for cancellations under 24 hours for sickness.

To ensure that we are able to provide appropriate and consistent services for individuals and family, we request that clients make every effort to attend all scheduled appointments.

### **PROCEDURE**

1. All DBH clients must acknowledge at the time of intake that they understand this policy. That is, that if clients do not call ahead 24 hours, or don't show for an appointment, their provider will determine whether to record the service as a canceled appointment or a no-show. Except when canceling for sickness.
2. If the provider records the appointment as a no-show, the client may be charged a \$25 no-show fee that will either be billed to the client, requested at the next appointment, or charged to a credit card on file.
3. Multiple no-shows may result in the client no longer being able to schedule an appointment and may be placed on a "waiting list" and will be contacted to fill the next available opening.

### **NO-SHOW FEE:**

Each no-show will be charged a \$25 fee.

### **NO-SHOW FEE APPEAL PROCESS:**

If a client feels there are special circumstances related to their no-show appointment they may request a review of their no-show fees. To submit an appeal, clients may call 801-773-7060 and ask to speak with the billing office.