

Missed Appointment Policy

Hopewell Health Centers, Inc. is committed to providing high quality services as effectively and efficiently as possible. Although we understand that situations may sometimes cause you to miss an appointment, repeated missed and/or cancelled appointments do not allow us to meet your treatment needs nor do they allow for efficient use of agency resources. Therefore, effective April 1, 2023, Hopewell Health Centers, Inc. will implement a missed appointment policy in accordance with the definitions and procedure as outlined below.

Definitions:

- **No-Show:** You miss an appointment without contacting us. This is considered a missed appointment.
- **Late Cancellation:** You notify us less than 24 hours before your appointment, making it difficult for the provider to arrange another productive use of the appointment time. This is considered a missed appointment.
- **Tardiness:** If you arrive late for your appointment, you may be asked to reschedule. If your Provider/Clinician agrees to see you, your appointment will be shortened. If your Provider/Clinician is unable or chooses not to see you, this would be considered a missed appointment.
- **Cancellation:** You contact us at least 24 hours in advance that you need to cancel and/or reschedule your appointment.

Regularly scheduled appointments will be discontinued when any one of the following occurs:

- Three (3) or more no-shows in a 12 month period
- Four (4) or more cancellation in a 6 month period

Once this occurs, appointments will be provided based on a temporary scheduling plan arranged between you and a Patient Engagement Specialist.

Procedure:

1. After any missed appointments, a Patient Engagement Specialist will contact you by phone to discuss the reason for your missed appointment and provide help in resolving any barrier(s), if needed.
2. If you miss three (3) appointments, your future appointments will be made on an alternative scheduling plan that will be discussed with you by a Patient Engagement Specialist.
3. If you cancel four (4) appointments in a 6 month period, future appointments will be made on an alternative scheduling plan that will be discussed with you by a Patient Engagement Specialist.
4. If you fail to adhere to an alternative temporary scheduling plan, you may be temporarily discharged. You will be eligible to resume services after 6 months.
5. If you are in need of emergency services as defined by HHC, you will be given access to services as appropriate.

I have read, agree to abide by the policy and understand the consequences if I do not.

Printed Name

Signature

Date