

### Description

“No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment.

### Policy

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. The UNC Hospitals Neurology Clinic’s goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message **at least 24 hours** before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

### Procedure

- I. A patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.
- II. **Established patients:**
  - a. Appointment must be cancelled at least 24 hours prior to the scheduled appointment time.
  - b. In the event a patient arrives late as defined by “late arrival” to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for their provider, a reminder will be placed for the patient to call to make a future appointment once the schedule opens.
  - c. In the event a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subject to dismissal from the UNC Hospitals Neurology Clinic. The patient’s chart is reviewed and dismissals are determined by a physician only, no exceptions, in accordance with UNC Health Care System guidelines.
- III. **New patients:**
  - a. Appointment must be cancelled at least 24 hours prior to scheduled appointment time.
  - b. In the event of a no-show, the UNC Hospitals Neurology Clinic may require a new referral sent from the referring physician.
  - c. In the event a patient arrives late as defined by “late arrival” to their appointment, the UNC Hospitals Neurology Clinic reserves the right to request a new referral sent from the referring physician.
  - d. In the event of three (3) documented “same-day cancellations,” the patient may be subject to dismissal from the UNC Hospitals Neurology Clinic. The patient’s chart is reviewed and dismissals are determined by a physician only, no exceptions, in accordance with UNC Health Care System guidelines.