



NO-SHOW, LATE, & CANCELLATION POLICY FOR DEPARTMENT OF NEUROLOGY OUTPATIENT CLINIC

Description: “No Show” shall mean any patient who fails to arrive for a scheduled appointment without cancelling the appointment more than 48 hours prior to the scheduled meeting time. “Late Arrival” shall mean any patient who arrives any time after the beginning of the scheduled clinic appointment.

Policy: It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. The Department of Neurology Outpatient 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 48 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 initial registration. This policy can and will be provided in writing to patients at their request.
- II. Established patients
 - a. Appointment must be cancelled at least 48 hours prior to the scheduled appointment time.
 - b. In the event a patient arrives late as defined by "late arrival" to their appointment, 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 “late arrivals”, the patient may be subject to dismissal from the Department of Neurology Outpatient 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 48 hours prior to scheduled appointment time.
 - b. In the event of a no-show, the Department of Neurology Outpatient Clinic will 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 Department of Neurology Outpatient Clinic reserves the right to request a new referral sent from the referring physician
 - d. In the event of two separate no-show or late arrivals, the Department of Neurology Outpatient Clinic reserves the right to decline any further referrals on the patient’s behalf.