



## Clinics No Show Policy

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### Approvals

- Signature: Patrick Ritter, Chief Financial Officer signed on 4/18/2025, 12:07:10 PM
  - Signature: William Pand, Clinic Manager signed on 4/10/2025, 8:49:27 AM
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### Revision Insight

Document ID:	11478
Revision Number:	6
Owner:	William Pand, Clinic Manager
Revision Official Date:	4/18/2025

#### Revision Note:

Changing language leading to questions from staff about when they should be noting no-show.

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## Policy : Clinics No Show Policy

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### Scope:

Policy applies to Patient's seeing providers in SVH Clinics.

### Purpose:

To discourage patients from missing scheduled appointments.

### Statement:

Same day cancellations and missed appointments without notice are considered a No Show visit. Missed appointments impact patient care, appointment availability, and financial performance.

### Summary:

1. Snoqualmie Valley Hospital Clinics request patients to cancel appointments with 24 hours prior notice, unless explained emergent or circumstances beyond their control arise.
2. When a patient misses an appointment without giving proper notice or calls to cancel a same day appointment it is considered a No-Show visit. Patients who accumulate three (3) No-Show visits within a year will be at risk of being terminated from care.
3. If a patient calls to cancel the day of a scheduled appointment, the registration staff will advise the patient of the No-Show policy, offer to reschedule the appointment and send letter #1. If the patient does not call us and misses an appointment, the registration staff will call the patient to advise them of the No-Show policy, offer to reschedule the appointment and send letter #1 (see procedure below).
4. The second (2) time a patient calls the same day to cancel a scheduled appointment, the registration staff will advise the patient of the No-Show policy, offer to reschedule the appointment and send letter #2. If the patient does not call us and misses a second (2) appointment the registration staff will call the patient to advise of the missed appointment, offer to reschedule and send letter #2 (see procedure below).
5. The third (3) time a patient calls the same day to cancel a scheduled appointment or misses a scheduled appointment, the registration staff will send the No-Show warning letter (see procedure below). The letter will inform the patient they are at risk of being terminated from care.
6. If the patient calls the same day to cancel a scheduled appointment or misses a scheduled appointment after the warning letter has been sent, the registration staff will prepare a termination from care letter (see procedure below). The patient will be provided with care for up to the next 30 days, while they find a new provider. Medical records may be Snoqualmie Valley Health 9801 Frontier Ave SE Snoqualmie, WA 98065 425-831-2300 [snoqualmievalleyhealth.org](http://snoqualmievalleyhealth.org) transferred upon request as needed. The letter will be sent to the Clinic Manager and Provider, upon approval to send the letter Registration staff will send the letter via certified mail to the patient. Registration will make the patient terminated from care in EPIC.