



## GTB Medical No Show Policy

M-001

**Purpose:** To reduce the incidence of lost revenue related to no-show medical appointments.

**Policy:** Medical services are provided for eligible persons with funds provided by Indian Health Services, RAO, and third party billing.

### General Statements:

1. The GTB Medical clinic offers medical appointments that are reserved for you alone.
2. Missed appointments result in lost time which could be used for another patient waiting to receive treatment.
3. The GTB Medical Clinic provides a courtesy reminder call for appointments approximately two days in advance. We will leave an appointment reminder voicemail with the phone number on file. However, in the event your phone has been disconnected or is unable to accept voicemail messages, it can result in automatic cancellations for **all** GTB Medical Clinic appointments if you fail to keep your scheduled appointment.
4. Twenty four (24) hours prior notification for cancelled appointments is required unless patient is seriously ill and there is a high risk of spreading a contagious illness to healthcare workers and general public.
5. Patients who fail to keep their scheduled appointment or arrive 10 minutes past their scheduled appointment will be considered a no-show.
6. If a patient has two no call/no-show appointments within a six (6) month period, the patient will not be seen for routine medical care for a six month period. During the six month period, a patient may come to the Medical Clinic on an unscheduled basis to receive medical care. If an opening in the schedule occurs and the patient is available, they will be seen.
7. If the Medical professional staff determines that the patient requires emergency medical care, the patient will be seen regardless of their broken appointment status.
8. If you are referred to an outside provider for specialty services (i.e. M.R.I., other specialty procedures) and you fail to provide 24 hour advanced notice to cancel the appointment, you will **not** be given another appointment in the office you were referred to.
9. If you receive another referral to a second outside provider for a specialty service, (i.e. M.R.I., other specialty procedures) and you again fail to provide 24 hour advanced notice to cancel the appointment, you will **not** be given another referral for 6 months.