

# **Clock Tower Dental**

## **NO SHOW POLICY**

Clock Tower Dental Clinic has created this policy to control poor attendance at our facility. Our policy is to attempt to call and confirm patient appointments on the day before they are scheduled. Ultimately, it is the patient's responsibility to remember to keep scheduled appointments. If a patient needs to cancel or reschedule an appointment, they must do so at least 24 hours in advance.

**A missed appointment is a scheduled appointment that the patient does not cancel at least 24 hours in advance, or one for which the client was more than 10 minutes late.**

Patients shall be allowed at least three missed appointments in a twelve-month period before the patient may be disallowed from making appointments with Clock Tower Dental. Patients who miss an appointment, as defined above, will be given an opportunity to reschedule. Patients who have missed two appointments will be referred back to their Ryan White and Dental Case Manager to identify barriers to keeping appointments and develop a plan to address those barriers. Patients who continually miss appointments, will be allowed to drop in and receive care as available, and will be referred to other community dental services for emergency services if needed.

The patient's dental records will contain documentation regarding missed appointments and all recall efforts made by clinic staff, either by mail or telephone.

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## **NO SHOW POLICY**

**By signing below I indicate that I have been notified of the Clock Tower No Show policy and have been given a copy of the policy for my records.**

Patient Name (PLEASE PRINT): \_\_\_\_\_

Patient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Initial: \_\_\_\_\_