



Please take a few minutes to review our no-show policy and sign at the bottom of the form. If you have any questions please let us know.

Definition of a “No-Show” Appointment

Boulder Medical Center defines a “No-show” appointment as any scheduled appointment in which the patient either:

- Does not arrive to the appointment
- Cancels with less than 24 hours’ notice (2 business days for surgery, ASC, procedures)

Impact of a “No-Show” Appointment

“No-show” appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient “no-shows” a scheduled appointment it:

- Potentially jeopardizes the health of the “no-showing” patient
- Negatively impacts access for other patients that could have been seen in the appointment slot
- Disrespects not only the provider’s time, but also the time of the entire clinic staff

Consequences of “No-Show” Appointments

If you “No-Show” Three (3) or more appointments within 24 months you **may be dismissed from Boulder Medical Center.**

1. Patients will be charged **\$75 for the 2nd “no-show” appointment**, and **\$75 for the 3rd and final “no-show” appointment**. Medicaid patients will be managed under the guidelines as outlined by CCHA. Charges for surgery, ASC, and/or procedures will be \$250.
2. **If you are dismissed from the clinic, your remaining scheduled appointments will be cancelled.**
3. Only emergency medical treatment as defined by the provider will be offered within the first 30 days of dismissal. For Medicaid within the first 45 days of dismissal.
4. Re-admittance request can be submitted to the clinic 12 months after initial dismissal letter and will be considered by the reinstatement committee.

I have read and understood the “No Show” Policy for Boulder Medical Center as described above.

How to Avoid Getting a “No-Show”

1. **Arrive 20 minutes early** - *When you schedule an office visit with us, we expect you to arrive at our practice 20 minutes prior to your scheduled visit. This allows time for you and our staff to address any insurance or billing questions and/or to complete any necessary paperwork before the scheduled visit.*
2. **Give 24 hours’ notice to cancel or reschedule an appointment (or 2 business days for procedures)** - *When you need to cancel or rebook a scheduled visit, we expect you to contact our office no later than 24 hours before the scheduled visit. This allows us a reasonable amount of time to determine the most appropriate way to reschedule your care as well as giving us the opportunity to rebook the now vacant appointment slot with another patient. If it is less than 24 hours before your appointment and something comes up, please give us the courtesy of a phone call.*