

**OBGYN ASSOCIATES OF NORTHERN INDIANA  
APPOINTMENT NO-SHOW POLICY**

Updated February 22, 2017

It is our policy to discontinue seeing a patient who consistently fails appointments. This includes failing to appear for an appointment, appearing too late to be seen or cancelling with less than 24 hour notice. Effective February 22<sup>nd</sup>, our policy regarding no-show appointments will be as follows:

1. The first no-show appointment will result in a warning to the patient by phone or mail.
2. The second no-show appointment will result in a \$30 charge to the patient. This fee must be paid prior to the patient scheduling any further appointments.
3. The third no-show appointment will result in the patient being discharged from our practice. We will provide emergency care only for thirty days following discharge to allow the patient time to establish with a new physician.
4. New patient no-show appointments will be warned with the first no show. A second no-show will result in discharge from our practice. No care will be provided since the patient has not established with our practice.
5. OB patients will receive a call with each no show appointment. After three no-shows a notice will be placed on the chart and the patient will be discharged following the post-partum evaluation.