| Family Health Services | **Title:** No Show Policy | ID #: FD1004<br>Effective: 12/17/2025<br>Page: 1 |
|---|---|---|
| | PHONE: 419-502-2800 • FAX: 419-502-2821 | |

| **PATIENT NAME:** | **DATE OF BIRTH MM/DD/YYYY:** |
|---|---|

Family Health Services (FHS) is committed to providing quality care to all our patients. FHS understands that things can happen to prevent patients from attending their scheduled appointments and/or arriving on time. To be considerate of FHS staff and other patients' time, please read the No Show Policy below to understand the guidelines and expectations when you are unable to make your appointment.

**What is considered a "No Show" appointment:**

- The patient does not call to cancel/reschedule their appointment and does not show up for the scheduled appointment time
- **For Primary Care and Behavioral Health Patients**: The patient arrives more than 15 minutes late for the scheduled appointment time and is consequently unable to be seen
- **For Dental Patients**: The patient arrives more than 10 minutes late for the scheduled appointment time and is consequently unable to be seen

**How to avoid getting a "No Show" appointment:**

- Confirm your appointment. FHS will attempt to contact you via an automated phone call one week prior to your scheduled appointment. The automated system will attempt to call up to five (5) times. Once you confirm your appointment, the automated system will stop calling you. You will also receive a text message reminder about your appointment the day before your appointment.
- Arrive early. When you schedule an office visit to one of the FHS locations, we would like you to arrive at our facility 15 minutes prior to your scheduled appointment time. This will allow you and our staff time to address any insurance and/or billing questions and/or complete any paperwork before the scheduled visit.
- Cancel/Reschedule your appointment. If you need to cancel/reschedule your appointment, we ask that you contact our office **at least two (2) hours prior** to your scheduled appointment.

**What happens if I "No Show" my appointment:**

- If you "no show" three (3) appointments within a six (6) month period, you may only be allowed to schedule same-day appointments, and they must be approved by the Clinical Site Manager.
- Three (3) "no show" appointments to a "New Patient" appointment will result in the patient not being able to be scheduled for services in that service line
- Recurrent "no show" appointments or continued non-compliant behavior to the No Show Policy will result in the patient being dismissed from FHS

| SIGNATURE OF PATIENT OR RESPONSIBLE PARTY*: | DATE: |
|---|---|
| PRINTED NAME OF PATIENT OR RESPONSIBLE PARTY*: | RELATIONSHIP TO PATIENT: |

*** IF SOMEONE OTHER THAN THE PATIENT IS SIGNING THIS FORM, A COPY OF LEGAL PAPERWORK VERIFYING THE PATIENT'S PERSONAL REPRESENTATIVE MUST ACCOMPANY THE CONSENT (I.E. COURT APPOINTED GUARDIANSHIP OF THE PATIENT OR DURABLE HEALTHCARE POWER OF ATTORNEY). THE ONLY EXCEPTION IS IF A PARENT IS SIGNING FOR A MINOR CHILD.**