



No Show Policy For Medical Care

Failure of a patient to cancel their provider appointment with appropriate notice of 2 hours before an appointment is considered a “No Show.” After three no shows in a year period the patient will be required to participate in the alternative scheduling program. Alternative scheduling is an open block of time designated for high no show patients. Patients will not be given specific times or specific providers but rather, will be seen on a first come, first served basis. Providers have the discretion to make exceptions to this policy and may request for patients to be scheduled based on individual circumstances.

Patients will be given the option to return to the traditional schedule after having completed 2 alternative schedule appointments if they so choose. The patient may elect to remain on the alternative schedule.

If you have reached your 3 *medical* no shows, you will be notified by a staff member that you will need to begin using the alternative schedule. The staff member will provide additional information about how to use this process. This policy is related to your medical appointments only and does not count missed behavioral health or case management appointments.

If you have questions or concerns about how this policy will impact you, please call Don Terry, Linkage to Care Specialist, at 614-340-6783 or email him at donterry@equitashealth.com.