



Southern Minnesota Behavioral Health PATIENT CANCELLATION AND NO-SHOW POLICY

Southern Minnesota Behavioral Health is committed to providing exceptional, quality care; however, this is impossible without consistent follow-up visits with your provider. No shows and late cancellations are costly to the practice and limit access to care for other patients. Your appointment time has been reserved for you; therefore, please have the courtesy to attend your follow-up visits as scheduled. If you cannot keep your appointment, contact us to cancel/reschedule in accordance with practice policy.

Patient Cancellation and No Show* Policy:

1. After one missed (no show) scheduled appointment, a phone call will be made to the patient.
2. After two missed (no show) scheduled appointments in a month, the patient will be sent a warning letter.
3. After three missed scheduled appointments, the patient could be discharged from the practice.
4. **All no-show/late cancelled appointments** are subject to a \$50.00 fee.

It is the patient's responsibility to notify Southern Minnesota Behavioral Health of a cancellation at least 24 hours (1 day) in advance of the scheduled appointment to avoid the no show fee. Appointments cancelled less than 24 hours in advance are considered a no show and may be charged the \$50.00 fee.

** No shows are calculated based on a consecutive 12-month period.*

Please arrive 15 minutes prior to your appointment to complete the check-in process. If you arrive after your scheduled appointment time, you may be asked to reschedule and be charged a no-show fee.

NOTE: *Emergencies arise from time to time and a late cancellation cannot be avoided. The Southern Minnesota Behavioral Health team will review emergency situations on a case-by-case basis.*

I have read and understand the Southern Minnesota Behavioral Health patient cancellation and no-show policy:

Patient (or Guardian) Signature

Date

Print Name

Please notify us if you would like a copy of this form for your records.