

Appointment Lateness and Cancellation Policy

Description

“No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Same Day Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment. “Late Arrival” shall mean any patient who arrives at the clinic 20 minutes after the expected arrival time for the scheduled appointment.

Policy

It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. Sage Elevate's goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24-48 hours before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

Procedure

- I. A patient is notified of the appointment “Appointment Lateness & Cancellation Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.
- II. **Established patients:**
 - a. Appointment must be canceled at least 24 hours prior to the scheduled appointment time.
 - b. In the event a patient arrives late as defined by “late arrival” to their appointment and cannot be seen by the Clinician on the same day, they will be rescheduled for a future visit.
 - c. In the event a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subject to transfer of care from Sage Elevate. The patient’s chart is reviewed, and the transfer of care is determined by our Clinical Director only, no exceptions, in accordance with Sage Elevate guidelines.
- III. **New patients:**
 - a. Appointment must be canceled at least 24 hours prior to the scheduled appointment time.
 - b. In the event of a “no-show”, Sage Elevate will notify the referring provider to inform them of your missed treatment.
 - c. In the event a patient arrives late as defined by “late arrival” to their appointment, The servicing provider will need to determine if the patient needs to reschedule their appointment based on the patient schedule for the day and types of treatment. Sage Elevate reserves the right to cancel your appointment as it will impact the schedule for the remainder of the day.
 - d. In the event of three (3) documented “same-day cancellations,” the patient may be subject to transfer of care from Sage Elevate . The patient’s chart is reviewed, and transfer of care is determined by the Clinical Director only, no exceptions, in accordance with Sage Elevate guidelines.