



NO SHOW POLICY

- You may call any CHS office during normal business hours to cancel your appointment. You may also cancel your appointment 24 hours a day on our website at www.CHSOhio.com or on the CHS Patient Portal.
- All appointments must be canceled at least four (4) hours in advance. Cancellations made less than four (4) hours will be considered a no-show.
- A patient who arrives more than 10 minutes late for his/her appointment is considered to be a no-show for their appointment regardless of whether or not the patient is seen that day.
- New patients who no-show for his/her first appointment will be terminated from our practice until they complete a no-show class.
- If a new patient arrives more than 10 minutes after their scheduled appointment time, but is still seen by a provider, the patient will be notified of their first no-show.
- Established patients who no-show for their scheduled appointment three times within a rolling one year period will be terminated from our practice until they complete a no-show class.
- First time no-show terminated patients must complete a no-show reinstatement class. The classes are offered every other month. After successfully completing the class, the patient will be reinstated back into the practice.
- Patients who no-show within one year from their readmittance date will be terminated for a period of 12 months. The patient will receive notification regarding the no-show and have 14 days to appeal.