



## **METROUROLOGY**

### **PATIENT NOTIFICATION OF “NO SHOW” POLICY**

Metro Urology schedules many patients every day. It is important to honor scheduled appointments or cancel them with enough notice so that another patient can be scheduled in the appointment time.

To ensure that time, personnel and available equipment are best utilized for the treatment of Metro Urology patients, a no-show appointment policy has been created. When an appointment has been scheduled, and the patient fails to cancel the appointment without proper notice and is not in attendance for the appointment, a “no-show” appointment has occurred. A 24-hour notice of cancellation is requested, prior to the patient’s scheduled appointment.

The following criteria will be applied in instances when a “no-show” appointment occurs:

- After the second and subsequent “no-show” appointment(s) within a 12-month period, the patient will be assessed a \$25.00 no-show appointment fee for the visit. If the “no-show” appointment occurs for a scheduled procedure, a \$50.00 no-show fee will be assessed.
- Extenuating circumstances including but not limited to an unexpected personal tragedy or severe weather will be taken into consideration prior to assessing a fee.
- The “no-show” appointment fee is not defined as a specific benefit by Medicare or any other program.
- The physician ordering the scheduled appointment will be notified if the patient misses more than two scheduled appointments.
- If you fail to cancel without proper notice or “no-show” for 3 or more consecutive appointments, you will be discharged from Metro Urology. Your physician will need to be contacted to obtain new orders prior to scheduling an appointment limited to urgent concerns only.
- All covered services that the patient is entitled to receive from Metro Urology will not, under any circumstances be denied, for failure to pay the “no-show” appointment fee.
- The “no-show” fee is the responsibility of the patient/legal representative.