

Effective November 25<sup>th</sup>, 2009

## **Aurora Clinic No Show Policy**

A “no show” is someone who misses an appointment without canceling it **24 hours** in advance. No shows inconvenience those individuals who need access to medical care in a timely manner.

A failure to present at the time of a scheduled appointment will be recorded in our appointment system as a “no show”. The first time there is a “no show”, the patient will be sent a letter alerting them to the fact that they have failed to show up for a clinic appointment and did not cancel the appointment. **If there is a second “no show”, a fee of \$25.00** will be billed to the patient and this fee is required to be paid prior to scheduling the patient’s next appointment.

**For special procedures such as an EGD or Colonoscopy, the patient must cancel 72 hours in advance. The first time there is a “no show” for a special procedure, the patient will be automatically billed \$75.00.** This fee is required to be paid prior to scheduling the patient’s next general appointment or procedure appointment.

In compliance with Medicare and Medical Assistance policies, Medicare or Medical Assistance patients will not be charged “no show” fees. If a Medicare or Medical Assistance patient needs to see their provider after two “no shows”, they will have to arrive at the clinic unscheduled and wait until the provider has time to see them. If a Medicare or Medical Assistance patient “no shows” for a procedure, reception will have to consult with the medical staff before being allowed to reschedule the procedure.

Questions regarding insurance submission, payment, refunds, or any other issues related to the charges on your account should contact us at (701) 732-2700.