

No-Show, Late, & Cancellation Policy

PURPOSE: The reason for this policy is to ensure that patients needing care have access to appointments in a timely manner. No shows and late cancellations prevent other patients, who would have benefited from the appointment, from having the opportunity to be seen by a provider sooner. Due to the number of patients not coming to their appointment with no notice to the office (No Show) or cancelling their appointments with less than a 1-hour notice (Late Cancellation), the following is the policy of our office.

EXCLUSIONS or POPULATION: Lehigh University Students eligible for services at The Health & Wellness Center (HWC).

DESCRIPTION: “No Show” shall mean any patient who fails to arrive for a scheduled appointment without cancelling the appointment more than 1 hour prior to the scheduled appointment time, or arrives 30 minutes after their scheduled appointment. “Late Arrival” shall mean any patient who arrives after the beginning of the scheduled clinic appointment, up to 30 minutes after the scheduled appointment time. If they are later than 30 minutes past their scheduled appointment, they will be considered a no show and charged a no show fee.

APPLICATION:

- I. A patient is notified of the appointment “No-Show, Late, & Cancellation Policy” at the time of initial registration, and in writing with their appointment reminder text or email. This policy can and will be provided in writing to patients at their request and will be posted on the HWC website.
- II.
 - a. Appointment must be cancelled at least 1 hour prior to the scheduled appointment time or the student may be subject to a \$20.00 fee.
 - b. In the event a patient arrives late as defined by "late arrival" to their appointment, the HWC will make an effort to see the patient, but can not guarantee the patient will be seen. If they are unable to be seen, they will reschedule the patient.

Sources:

Document History:

<u>Revision Date</u>	<u>Revised By</u>	<u>Notes</u>
07/01/2025	David Krauss	Original with Standardized Format

Yen DeBellis, Assistant Director _____ Date _____

Steven Bowers DO, Director _____ Date _____