



No-Show Policy

Shenandoah Community Health has a No-Show policy for our patients.

A "No-Show" occurs when a patient misses an appointment without at least 24 hours' notice, cancels on the same day, or if a patient arrives late and cannot be accommodated.

What happens if you miss an appointment?

- After the first No-Show, you will receive a letter and the front desk staff will attempt to contact you to discuss the missed appointment and reschedule.
- After the second No-Show, another letter will be sent and further attempts to contact you will be made.
- After the third No-Show, you will be placed on "Same Day Status," meaning you can only schedule appointments 24 hours in advance.

What if I am placed on Same Day Status?

- Once you are placed on "Same Day Status", you must call the day before you wish to be seen to schedule an appointment. Requests outside of 24 hours will not be accepted while on "Same Day Status".
- You will be offered an appointment only if your provider has room in their schedule.
- If you are on "Same Day Status" and miss another appointment, Shenandoah Community Health may need to decide whether we can keep providing care for you. This decision is not easy and only happens if missed appointments make it too hard for us to give you the care you need.
- Patients can be removed from "Same Day Status" if they attend all their required appointments for a period of one year or if their doctor approves it.

We understand that you may need to cancel or miss an appointment, but please remember...

- Communicate with your provider and our staff as soon as possible to let us know that you will be unable to make your scheduled appointment.
- Reschedule as soon as possible and make every effort to keep that appointment.
- Routine and regular appointments are necessary to provide adequate healthcare, make every effort to keep your scheduled appointments.