



## **Cancellation & No-Show Policy**

To help patients of the Fetter Health Care Network (FHCN), our automatic system will call to confirm your appointment before your scheduled appointment. We understand that sometimes you need to cancel or reschedule your appointment. If you cannot keep your appointment, you need to call to cancel the appointment as soon as possible, but no later than 24 hours prior. **By cancelling your appointment as soon as possible, we can help patients who are waiting to be seen.**

### **How Do I Cancel My Appointment?**

Please call FHCN site at **843-772-4112 (Dental: 843-723-9582)**. If you get our voicemail, please do not hang up. Leave the following information:

- **Your name and phone number**
- **The date and time of your appointment**
- **The reason you are cancelling your appointment**

### **What Happens If I Miss My Appointment and Do Not Call to Cancel?**

- Effective April 1, 2017, Fetter Healthcare Network will enforce a No-Show Policy.
- If you do not call to cancel your appointment ahead of time, it will be considered a “No-Show” visit and will be recorded in your chart.
- Multiple no-show visits can end your ability to receive health care services at the Health Center.

### **Our No-Show Policy Is:**

- **First “No-Show”** – you will receive a call and you will be charged your \$30 (**Medical, Behavioral Health and Dental**) for the missed appointment.
- **Second “No-Show”** (within 90 days) – you will receive a letter stating that you can only be seen as a walk-in for the next 60 days and you will be charged for the missed appointment.
- **Third “No-Show”** (within 6 months) – you will not be able to receive services at the Health Center for 90 days and you will be charged for the missed appointment. During this time, your provider may provide you with a 90 day supply of any maintenance medications.
- **Fourth “No-Show”** (within 1 year) – you will receive a certified letter discharging you from services at the FHCN and given the contact information of other health care providers in the area.
- **No-Show fees AND your current co-pay are due prior to your next scheduled appointment.**