

Palmetto Tri-County Primary Care

No Show Appointments Policy

No Show appointments have an impact on the physician's schedule and can also pose a health risk to the patient. No Show appointments waste resources and prevent other patients from receiving care in a timely manner.

A No Show is an appointment that is:

- **Missed without notice**
- **Missed with less than 4 hours notice**

If you must miss an appointment, please notify our office by phone or email the day before the appointment or 3 days before a new appointment. Messages are acceptable and can be left at all times including weekends and nights.

CMS (Centers for Medicare) has now clarified that they will allow physicians and other providers to charge Medicare beneficiaries for missing appointments, provided that they do not discriminate against Medicare patients and also charge non-Medicare patients for missed appointments.

The fees for No Show are as follows:

- **New appointment -\$40.00**
- **Return Appointment-\$20.00**
- **Physical Exam- \$40.00**
- **Procedure (EGD, Stress Test, etc.) \$50.00**

The patient will be notified of No Show fee by mail. These fees must be paid prior to being seen at the patient's next visit. The patient is responsible for any No Show fees, Medicare or other insurance companies will not be billed.

When a patient misses an appointment or is a "No Show", the staff will make every effort to contact patient and if possible, find out why the appointment was missed. If patient consents, appointment will be rescheduled at that time.