



**SUQUAMISH INDIAN TRIBE
HEALING HOUSE**
həliʔilalʔtxw

6968 NE Enetai Lane
Suquamish, WA 98392
Phone (360) 394-1350
Fax (360) 598-2783

Late and No-Show Policy

Purpose

To provide our patients with the best and timely care possible and to respect our patients' appointment times with efficiency. Patients arriving late to their appointments impact other patients and clinic staff ability to provide care. No-show appointments and late cancellations (same day) reduce appointment availability for other patients.

Definitions

- Late Arrival: patient arriving more than 10 minutes after scheduled check in time.
- Same Day cancellation: failing to cancel an appointment more than 4 hours prior to scheduled appointment time.
- No Show: failing to show up to appointment, or canceling appointment less than 4 hours prior to scheduled appointment time.

Policy

The Healing House acknowledges there are times when circumstances may arise beyond the control of our patients which may prevent them from arriving on time or cancelling appointments with advanced notice. However, after 2 (two) no-shows, the clinic will contact patient to discuss the impact of not respecting and adhering to the Late/No-show policy. If a patient accrues 3 (three) No-Shows in a rolling 12 (twelve) month calendar period, it will be at the clinic leadership's discretion to impose scheduling restrictions (such as same day appointments or scheduling in the last appointment of the day only) and further including but not limited to discharging the patient from the clinic.

Patients will be required to sign the Late and No-Show Policy upon first registering at the clinic as acknowledgement of the no-show

policy. A copy will be incorporated into each patient's electronic health record.