

<p style="text-align: center;"><b>SLEASMAN STUDENT HEALTH SERVICES</b></p> <p style="text-align: center;"><b>Niagara University</b></p>	<p style="text-align: center;"><b>PROCEDURES &amp; GUIDELINES</b></p> <p style="text-align: center;">“No Show” Appointments</p>	<p style="text-align: center;"><b>Review History</b></p> <p><b>Data Initiated:</b> 1996</p> <p><b>Last Revision:</b> 4/2009,9/2011</p> <p><b>Date(s) Reviewed/Revised:</b> 6/2012</p>
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**Guidelines:** Circumstances arise when appointments are not kept. Patients who do not cancel an appointment will be contacted to determine whether another appointment should be scheduled, the patient has decided to obtain service elsewhere, or no action is required.

**Specifics:**

1. Patients who do not keep appointments will have the notation “No Show” on their electronic chart with the date and time recorded on their intake form. The RN/NP working during the time of the scheduled appointment will ensure this.
2. These charts will be reviewed by the staff NP and RN to ascertain what follow up of action should be taken.
3. Patients who are high priority and cannot be reached by phone will receive an email letter to their official NU student account restating the nature of the letter and request they contact Health Services to arrange a follow up.
4. The clinic director will be notified of all students that fail to respond to their email correspondence, who need continued follow up.
5. An official letter will be sent by the director to the student’s local and home addresses requesting they contact Health Services regarding such follow up.
6. Chart will be provided to secretary, who will send student official letter informing them of no-show policy and charge of \$20 for future missed appointments, \$40 for missed physical exam.
7. Official letter will be sent to student email account and home of record.