

<b>Moffitt Health Center</b>		Policy Number #	
Title:	Patient Cancellation and No-show Policy		
Executive Director:	Reviewed:	December 2020	
	Reviewed:		
	Reviewed:		

**PURPOSE:**

*To prevent appointments from going unused due to patients not showing up; improve access to primary care.*

**PROCEDURE:**

1. A no-show is considered to be any scheduled primary care, procedure, or nurse visit where the patient does not present for the appointment or cancels their appointment less than 1 hour prior to the appointment.
2. Patients with morning appointments between 8 a.m. and 9 a.m. will be considered cancellations, not no-shows, if they leave a message by 9 a.m. the day of their appointment.
3. Patients are encouraged to arrive 15 minutes before their appointment. If a patient is more than 15 minutes late for an appointment they may be considered a no-show. Being seen will be at the provider's discretion based on the nature of the concern and the schedule of the provider.
4. A patient may cancel an appointment in-person, by calling or emailing MHC or via the patient portal in Pyramed.
5. There will be a \$10 charge per no-show, charged to the student's account (Bursar account).
6. If a patient feels there are special circumstances related to their no-show visit, they may request a review of their no-show fees. To submit an appeal, email [clinicadmin@usm.edu](mailto:clinicadmin@usm.edu).