



# **Community Health Services**

**Your Partners for Better Health**

## **NO SHOW POLICY**

- You may call 24 hours a day to cancel your appointment. If you call to cancel an appointment after office hours the answering service will take a message.
- Dental Appointments must be cancelled 24 hours in advance. Cancellations made less than 24 hours will be considered a no-show and must follow the No-Show policy.
- Appointments may also be cancelled on our website [www.CHSOhio.com](http://www.CHSOhio.com). Click on the “Patient Services” tab at the top of the page and select the “Cancel Appointment” option on the right side of the screen. Please fill out the form with the necessary information, and click on submit.
- A patient who arrives more than 10 minutes late for his/her appointment is considered to be a no-show for their appointment regardless of whether or not the patient is seen that day.
- New patients who no-show for his/her first appointment will be terminated from our practice until they attend a no-show class.
- Established patients who no-show for their scheduled appointment three times within a one year period will be terminated from our practice until they attend a no-show class.
- First time no-show terminated patients must attend a one hour no-show class. The no-show classes are typically offered every other month. After attending a no-show class the patient is allowed back into the practice.
- Further terminations for no-show require a three-month termination period. Then the patient can be scheduled to meet with the CEO or his designee to discuss this matter. If approved, and after signing a re-admittance agreement, they will be allowed to be scheduled.

We look forward to providing you and your family with the highest quality medical and dental care.

Thank you for choosing Community Health Services.

Effective 1/2/04  
Revised 2/9/17