



NO SHOW POLICY

- You may call any CHS office during normal business hours to cancel your appointment. You may also cancel your appointment 24 hours a day on our website at www.CHSOHio.com or on the CHS Patient Portal (Medical Only).
- Dental Appointments must be cancelled at least 24 hours in advance. Cancellations made less than 24 hours will be considered a no-show.
- Medical Appointment must be cancelled prior to scheduled appointment time.
- 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 health.

Thank you for choosing Community Health Services.