

Patient Cancellation and No-Show Policy

Welcome to Puget Sound Work Injury. We are glad you have made an appointment with our providers.

A missed appointment or late cancellation results in lost time that could have been given to another person in need of care. If we have a high rate of no shows, we may be forced to double book appointments which will result in longer wait times. This is wasted time for you, our staff, and the providers.

- Patients arriving more than 15 minutes later than their appointment check in times will be subject to the providers' discretion as to whether they can be seen. Late arrivals may also be subject to an abbreviated visit.
- If a patient cannot be seen, or is more than 15 minutes late for a scheduled visit, it will automatically be considered a no show.
- If you call to cancel an appointment on the day you are scheduled to come in, it may be counted as a late cancel and is considered a no show.
- After One (1) Late Cancel/No Show: You will be reminded of our Late Cancel/No Show policy.
- After Three (3) Late Cancels/No Shows: You may lose privileges of receiving care at Puget Sound Work Injury Clinic. We will continue to see you for 30 days on an medical emergency basis only, while you transfer to another provider. In addition, *if you are being seen for a work injury*, we may contact your claim manager and inform them that you have not been compliant with your treatment. This may affect your benefits including: medical treatment benefits; wage replacement; and may result in closure of your claim. When you are injured on the job, your new job becomes actively working to recover from the injury. If you are too busy to attend your appointments, we can only assume that you have reached a point that you are no longer in need of treatment and may recommend that you be released back to work without restrictions.

We provide reminder calls or texts as a courtesy, however, it is your responsibility to keep a record of your appointment and to arrive on time. We do not assume responsibility for your missed appointment, even if you do not receive a call or text. If you need to cancel or reschedule your appointment, we need at least 24 business hours' advance notice (e.g. you must let us know on Friday if you are not able to attend your appointment on Monday etc.). You may also leave a message with our scheduling desk. Every late cancel/no-show will be recorded in your chart. Multiple late cancels and no-shows may end your ability to make advance appointments or receive care with Puget Sound Work Injury Clinic. We realize that an emergency may occur and/or you may not be able to notify us. We will discuss that situation with you on a case by case basis, and may make an exception at the providers' discretion.

Your signature indicates that you have read and understand our no show/late cancel policy.

Signature: _____ Date: _____