

No-Show Charge Policy

ORIGINAL DATE:	EFFECTIVE DATE:
REVIEW DATE(S):	REVISION DATE(S):
APPROVAL(S):	
SIGNATURE:	TITLE: SLEEP SCHEDULER
SIGNATURE:	TITLE: DIRECTOR OF OPERATIONS

Policy:

Effective JANUARY 01, 2019, Prana Health Sleep Disorders Center will implement a charge of \$200.00 to patients that fail to arrive.

Procedure:

1. At the time a sleep appointment is set, patients will receive instructions for their appointment along with a reminder of the No-Show charge from the daytime Sleep Technologist in the Sleep Department. For appointments scheduled over the phone.
2. Two days before their appointment, patients will receive a reminder call by the daytime Sleep Technologist. During this call, patients are told of the pending sleep study appointment as well as the charge they will incur if they confirm, but fail to arrive.
3. The Sleep Disorders Center daytime Sleep Technologist will track patients, following up with those that do not respond to the first phone call to determine if they confirm or cancel their scheduled appointment.
4. Patients will be given the option to reschedule any appointment. Re-scheduled appointments will be made by the daytime Sleep Technologist in the Sleep Department.
5. A \$200.00 charge will be posted to the patient's account after it has been confirmed that they "no-showed" for the appointment.
6. Patients will be allowed to reschedule a "no-show" appointment twice. After the second "no-show", patients are not allowed to reschedule a sleep study at Prana Health and will be sent back to their referring physician for further instruction. If it is necessary to have a sleep study, patients will have to do so elsewhere.

Patient Name Printed: _____

Patient Signature: _____