



**ERIE COUNTY COMMUNITY HEALTH CENTER**

**DENTAL CLINIC**

420 Superior Street \* Sandusky, Ohio 44870

**NO SHOW POLICY**  
**Effective August 1, 2014**

- \* Established patients who “No-Show” for their scheduled appointment 2 times within a one-year period will be terminated from our practice until they attend a no-show class.
- \* New patients who “No-Show” for his/her first appointment will not be scheduled for an appointment until they attend a “No-Show” class.
- \* You may call 24 hours a day to cancel your appointment. If you call to cancel an appointment after office hours, leave a message with Dental Triage at 419-626-5623, Ext. 218.
- \* 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.
- \* First time “No-Show” terminated patients must attend a “No-Show” class. The “No-Show” classes are typically offered every other month. There are morning and evening classes available. After attending a “No-Show” class, the patient is allowed back into the practice and may schedule an appointment.
- \* Further terminations for “No-Show” require a one-year termination period. The patient may be scheduled to meet the Dental Director or designee to discuss this matter. If approved, and after signing a re-admittance agreement, the scheduling restriction will be removed.
- \* Appointments will be removed for patients with non-working telephones, voice mailbox is full or not set-up. Per voice mail message, the patient must call the dental clinic no later than noon of the following day to confirm their intention to keep the appointment. Appointments will be removed for patients who do not call back to confirm. Patients whose appointments have been removed, but who show up for their appointments, will be offered the opportunity to sit and wait to be worked in or rescheduled for another day.
- \* Patients who do not arrive for an appointment, cancel with less than 24 hours’ notice or show up more than 10 minutes late will be documented as having missed their appointment/no-show.
- \* Patients who miss a second appointment within the same calendar year, cancel with less than 24 hours’ notice or show up more than 10 minutes late will be documented. All future appointments for these patients will be cancelled.