

**PONCA TRIBE OF NEBRASKA**

**IMPLEMENTATION POLICY**

**MEDICAL AND DENTAL NO-SHOW AND LATE POLICY**

The Fred LeRoy Health and Wellness Center and the Dental clinic will strictly be enforcing a **NO-SHOW and LATE POLICY** that has been approved by the Tribal Council on May 4<sup>th</sup>, 2009.

The policy will be enforced effective June 1, 2009 and the new policy reads:

1. If a patient is unable to make their scheduled appointment, it is their responsibility to contact the Fred LeRoy Health and Wellness Center at 733-3612 and the Dental Clinic at 733-1325 to cancel the appointment. This **MUST** be done 24 hours in advance.
  
2. If a patient is **15** minutes late for their scheduled appointments the FLH&WC medical and dental clinic reserves the right to reschedule or cancel the appointment. This will be considered a “no-show” appointment.
  
3. If a patient misses their scheduled appointment and does not properly notify the FLH&WC medical and dental clinic, the following schedule will be strictly adhered to:
  - a) One no-show appointment == no appointments will be scheduled for 3 months.
  - b) Two no-show appointments == no appointments will be scheduled for 6 months.
  - c) Three no-show appointments == no appointments will be scheduled for one year.

All clients will be given this policy to read- they will be asked to initial each section and also will be asked to sign that they understand the policy. A copy will be given to the client and a copy will be placed in their medical or dental file.

We understand that there are circumstances that prevent clients from giving advance notice of a cancelled appointment and we will take those circumstances into consideration when making the determination as to whether or not this is a “no-show” appointment.

We do not and will not encourage walk-in clients for the medical and dental clinic but clients who are no-shows or last minute cancellations for their appointments, may request to be seen as a walk-in patient but there is no guarantee that they will be seen. All scheduled appointments will be seen before walk-in clients.

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Ponca Tribe of Nebraska

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Client/Patient Name