



Mercy Clinic “No Show” Policy

Mercy Clinic has developed the following policy for “No Shows.” A No Show is when a patient does not come in for their scheduled appointment, or cancels their appointment less than two (2) hours prior to the appointment. This policy was developed to improve access to our providers, as No Shows leave open appointment time slots in which another patient waiting for care could have been treated.

The following represent Mercy Clinic’s guidelines on No-Shows:

- **Established Patients:** a total of three (3) No Shows in a twelve (12) month timeframe within a practice may be considered grounds for termination from the practice. However, the number of no-shows and timeframe may vary based on specialty.
- **New Patients:** a series of two (2) No Shows in a twelve (12) month timeframe within a practice will not be allowed any future appointments to be made with that provider. However, the number of no-shows and timeframe may vary based on specialty.

If you are having trouble remembering your appointments, please consider using our free text reminder service, Televox. You can receive appointment text reminders two days in advance by texting MERCY to 622622.

By signing below, you recognize the importance of keeping appointments, and understand Mercy Clinic’s No Show Policy.

Name of Patient: _____ Date: _____

Signature of Patient or Patient Representative: _____