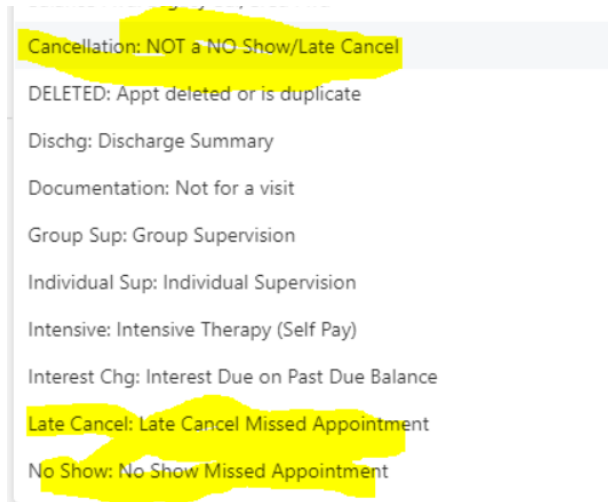


Missed Appointments: Cancellations, Late Cancels & No Shows

Regarding missed appointments, we will want to be sure to indicate if the appointment was:

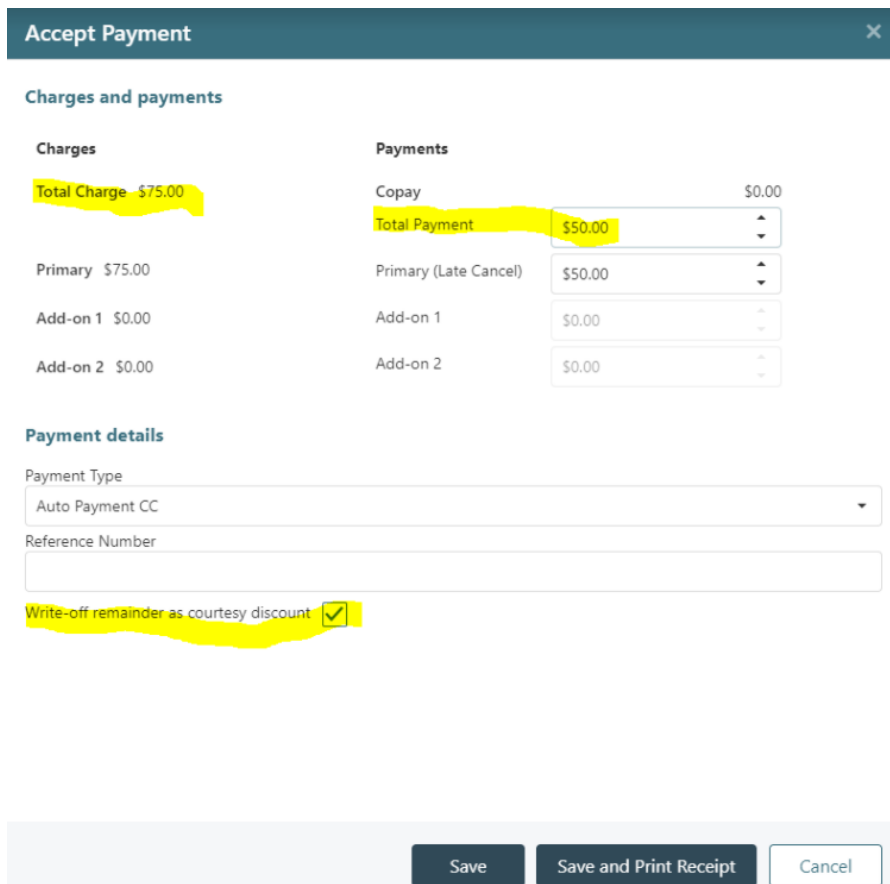
Cancellation (not late cancel or no show), Late Cancel or No Show



A screenshot of a dropdown menu with the following options: Cancellation: NOT a NO Show/Late Cancel (highlighted in yellow), DELETED: Appt deleted or is duplicate, Dischg: Discharge Summary, Documentation: Not for a visit, Group Sup: Group Supervision, Individual Sup: Individual Supervision, Intensive: Intensive Therapy (Self Pay), Interest Chg: Interest Due on Past Due Balance, Late Cancel: Late Cancel Missed Appointment (highlighted in yellow), and No Show: No Show Missed Appointment (highlighted in yellow).

And, if cancellation (as in provided over 24 hours notice) but NOT a late cancel or no show, you can record it, you can delete it from your schedule or you can change it to a non-patient appt so you have some record of it.

For Late Cancels or No Shows, you would select the appropriate code and if you are running a charge that is less than our fee for those, then you would use Accept Payment and then click the box to write off remainder as a courtesy discount (for example, if you only charged \$50 for a late cancel rather than our fee of \$75).



A screenshot of the 'Accept Payment' form. The form has a title bar 'Accept Payment' with a close button. Below the title bar is a section 'Charges and payments' with two columns: 'Charges' and 'Payments'. The 'Charges' column shows 'Total Charge - \$75.00' (highlighted in yellow), 'Primary \$75.00', 'Add-on 1 \$0.00', and 'Add-on 2 \$0.00'. The 'Payments' column shows 'Copay \$0.00', 'Total Payment \$50.00' (highlighted in yellow), 'Primary (Late Cancel) \$50.00', 'Add-on 1 \$0.00', and 'Add-on 2 \$0.00'. Below this is a section 'Payment details' with a 'Payment Type' dropdown set to 'Auto Payment CC', a 'Reference Number' field, and a checkbox 'Write-off remainder as courtesy discount' which is checked (highlighted in yellow). At the bottom of the form are three buttons: 'Save', 'Save and Print Receipt', and 'Cancel'.

If you want the full amount written off, then you can add a Billing Comment and I will write it off when I do the billing.

Edit Appointment

Appointment
Recurrence
Other Details
Patient
Past/Future Appts
Conflicts (0)
History

Start
5/19/2021, 8:00 AM
End
5/19/2021, 9:00 AM
Category
Patient appointment
Non-Patient appointment
Patient
Sam Practice Client (PRASAM)
Provider
J.Holdredge: Jennifer Holdredge, Dr. / MA ...
Facility
Rum River Counseling Inc (Andover)
Primary Code
Late Cancel: Late Cancel Missed Appointment
Charge
\$75.00
Units
1
Service Units
1
Modifiers (1-4)
Add-on Code 1
Charge
\$0.00
Add-on Code 2
Charge
\$0.00
Appointment Note
Billing Comment
please write off the late cancel (client has pmap)
Delete
Actions
Accept Payment
Save
Cancel

No Show/Late Cancells MA/PMAPs

It the intake, review our counseling policies as is. If they no show or late cancel, you don't say anything about the charge - enter and invoice and add a Billing Note for me to write it off. And, let them know immediately that they will be subject to same day appointments or discontinuation of services. Same day means that they cannot schedule out with you anymore and that they would need to contact you the day before or the day of to be seen.