

No Show Procedure
for Active Clients
(who have attended an intake session)

1. Open the appointment slot on the schedule and select CANCELLATION from the drop down menu for Attendance Status. In the box below Attendance Status, write “no show.”
2. From the open appointment box, enter a visit. For the CPT Code, select “00001 No Show” and select the blank line from the selections under Pri Diag Code. Enter 1 unit and 0 minutes.
3. Enter a progress note for the action that you took in response to the no show. The options are to call the client or to write a letter or both. See example letter.
4. For billing, enter a new invoice. Select PATIENT as Responsible. Enter the fee into the Rate/Unit box. Check the box in front of the treatment line and select Apply to Invoice.

Letter ideas:

Dear Client,

I missed seeing you at your scheduled appointment on Tuesday, August 10, 2009 at 10am.

[\(here are two options for scheduling\)](#)

I do not have scheduled for future appointments at this time. Therefore, if I do not hear from you by August 20, 2009, I will close your file.

I have us scheduled for our next appointment on Tuesday, August 17, 2009 at 10am. Please contact us at 763-482-9598 to confirm this appointment. If you haven't confirmed this appointment by Friday, August 13th, 2009, I open that time up for another client. [\(if more appts are scheduled\)](#) Any future appointments that we have scheduled will be opened up for other clients, unless I hear from you otherwise.

If you would like to speak with me directly, you may leave a voicemail for me at 763-754-0903 x333 or email me at name@rumrivercounseling.com.

I know that coming to counseling can be difficult. If you would like to re-schedule with me or with another one of our counselors, please feel free to call our scheduling number at 763-482-9598. I wish you all the best.

Warm regards,

Your Name