



## UCSF Facial Plastic & Reconstructive Surgery No Show Policy

### Facial Plastic and Reconstructive Surgery

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Thank you for becoming a patient at UCSF Department of Otolaryngology – Facial Plastic & Reconstructive Surgery. We are committed to providing quality and timely healthcare to the patients we serve. In order to do this, we expect patients to attend their scheduled appointments. However, we understand that urgent and/or unforeseen circumstances may arise. If you are unable to make your appointment, we request you notify us as soon as possible. Advance notice allows us to offer your appointment slot to another patient who may be schedule months later. Please read the description below to understand how we define a “No Show” and “Late Cancellation” as well as the actions we will take in order to continue providing timely access and care to all of our patients.

We define No Shows and Late Cancellations as follows:

- **No Show:** failure to attend a scheduled appointment without providing advance notice.

#### Clinic Actions:

- Your visit status will be changed to ‘No Show’ in our system
  - A letter will be sent to your referring provider notifying them of your ‘No Show’ status
  - A ‘No Show’ status will jeopardize your ability to make any future appointments
- **Late Cancellation:** failure to provide more than 24 hours notice of needing to cancel a scheduled appointment (The UCSF Patient Rights & Responsibilities handout states patients are responsible for providing a minimum of 24 hours notice for all appointment cancellations).

#### Clinic Actions:

- Your visit will be marked as a ‘Late Cancellation’
- You will receive a warning letter
- A ‘Late Cancellation’ will jeopardize your ability to make future appointments

If attending your appointments is challenging, please call us at (415) 353-9500 to discuss possible solutions.

Thank you,  
UCSF Facial Plastic & Reconstructive Surgery