

Cancelation Flow Chart



Patient Calls to Cancel/Short-Notice
Cancel their Appointment



Always Question the Reason: "I am so sorry to hear that,
what's going on?"



Find out **WHY** they are cancelling and help
create a solution to their **actual** problem!

SOLUTIONS TO OFFER



1. Keep as scheduled - nothing changes on your end, they change their schedule conflict
2. Move to a different time that same day that better accommodates the patient's schedule
3. Inform them of the 48- hour cancelation policy that the office upholds
4. **Pause** - allow them to think through their problem and figure out which solution will work the best for them



Typically, they will find a way to save the appointment once they are made aware of the **importance** of the situation

IF THEY MUST CANCEL/RESCHEDULE



1. Move the appointment 4 weeks out – **no exceptions!** Train our patients that we are busy!
2. Place them on ASAP list & inform them you'll call if something becomes available
3. Make them wait **2 weeks** before offering them ASAP list appointment
4. Mail patient a statement right away showing cancelation fees applied – write this off if this is the first offense

