



## INNOVATIVE COMMUNITY HEALTH INSTITUTE, LLC

Saline Medical Specialties - 830 E 1<sup>st</sup> St. Suite 200 Crete, NE 68333

Lancaster Family Medicine - 4911 N 26th St. Suite 106 Lincoln, NE 68521

# NO SHOW POLICY

Effective Immediately, it is the policy of Innovative Community Health Institute LLC (ICHI), doing business such as, Saline Medical Specialties, Lancaster Family Medicine. that a patient is considered a "No Show" if an appointment is not cancelled at least 24 hours prior to the scheduled appointment time.

Three (3) No Shows per calendar year may subject a patient to termination from the clinic, and the patient may no longer be able to see any provider at ICHI. *After three missed appointments, a \$35 no-show fee will be applied to the patient's account.*

No Shows negatively impact care and clinic operations in the following ways:

- Patients may not receive the timely care they need.
- Providers experience gaps in their schedules.
- Other patients who may have needed care lose the opportunity to be seen.

Insurance programs, including Medicaid, may require clinics to track missed appointments. Excessive no-shows may affect eligibility for scheduling accommodations.

Innovative Community Health Institute LLC reserves the right to modify this policy at any time. Patients may contact ICHI to obtain a current copy of the No Show Policy.

## ACKNOWLEDGMENT

By signing below, I acknowledge that I have read and understand the No Show Policy of Innovative Community Health Institute LLC.

Patient Name: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Relationship: \_\_\_\_\_

Revised 1/2026