



THE UNIVERSITY OF TOLEDO  
**MEDICAL CENTER**

**Physical Medicine and  
Rehabilitation Clinic  
Outpatient No Show/Cancellation  
Policy**

**Certified Letter**

Patient Label

Department: REHAB CLINIC

Effective: 09/09

POLICY

Attending regularly scheduled appointments is necessary to provide quality care as demonstrated by the treatment plan. Non-participation in treatment as exhibited by no shows or cancellations is cause for closing the case.

PURPOSE

To ensure that individuals who demonstrated non-participation are aware that their cases could be closed.

PROCEDURE

1. If a patient does not show or cancels an appointment on the same day of the appointment for two (2) consecutive appointments or three (3) appointments within a twelve-month period, the provider may pursue closing the patient's case.
2. A letter must be sent to patients notifying them that their case will be closed due to their non-participation and that services will continue for a maximum of 30 days from the date the letter was sent. Copies of the letter will be sent to the referring physician and filed into the patient's chart.

**The above policy has been explained to me. My signature below signifies my understanding of the policy.**

\_\_\_\_\_  
Patient/Parent/Guardian

\_\_\_\_\_  
Date



### Specifications

Form Description Outpatient No Show Certified Letter Current Form Number RC008

#### Print

##### Stock

- 20# White
- 60# Pastel \_\_\_\_\_
- 2 pt carbonless
- 3 pt carbonless
- 4 pt carbonless
- 5 pt carbonless
- other carbonless
- Other Stock \_\_\_\_\_

Special Instructions (see below)

##### Size

- 8 1/2 x 11
- 8 1/2 x 14
- 11 x 17
- Special Instructions (see below)

#### Sides

- Front
- Front & Back

#### Finishing

##### Padding

- Top
- Left
- \_\_\_\_\_ sheets / pad
- \_\_\_\_\_ sheets / pack

##### Unit Size

- 25 to a pack
- 50 to a pack
- 100 to a pack
- Special Instructions (see below)

#### Folding

- Letter Fold
- Z Fold
- Special Instructions (see below)

#### Drilling

- Long edge std 3 holes
- Long edge 2 holes
- Long edge 5 holes
- Long edge 7 holes
- Long edge 9 holes
- Short edge 2 holes
- Staple, Where
- Special Instructions (see below)

Packaging  Yes  No  
\_\_\_\_\_ units / wrap

**Special Instructions:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_