**Glynn County Wellness Center Health Coaching No-Show Policy**

**Effective: January 1, 2017**

**Revised: July 1, 2018**

**A NO SHOW IS CONSIDERED SOMEONE THAT MISSES AN APPOINTMENT AND DOES NOT CONTACT CLINIC TO RESCHEDULE BY CLOSE OF BUSINESS.**

* 1ST missed appointment:
  + Coach will attempt to contact employee (via phone number provided) twice within a week of missed appointment date
  + Employee has seven (7) days to return call to reschedule
  + If employee has not rescheduled within seven (7) days, the coach will e-mail the HR Generalist. The HR Generalist will advise the employee via e-mail that they have five (5) days to reschedule their appointment with the health coach.
  + Employee is considered non-compliant and is placed on end of month non-compliance report to be surcharged until the employee meets with the coach.
* 2ND missed appointment:
  + Coach will provide initial phone attempt to reschedule employee
  + Employee has five (5) days to contact coach to reschedule
  + If employee has not contacted coach within five (5) days to reschedule, coach will then send a notification to Human Resources Generalist.
  + The Human Resources Generalist will advise the employee that a surcharge will be assessed until the employee reschedules and attend the missing appointment.
* 3RD missed appointment:
  + The HR Generalist is notified that the participant has missed three (3) appointments and surcharge is automatically applied until the employee reschedules the appointment and meet with the coach.
  + Employee may be removed from coaching. The decision will be up to the Human Resources Manager.

**Glynn County Wellness Clinic No-Show Policy**

**A NO SHOW IS CONSIDERED SOMEONE THAT MISSES AN APPOINTMENT AND DOES NOT CONTACT CLINIC TO RESCHEDULE BY CLOSE OF BUSINESS.**

* After two (2) missed appointments with the Clinic and/or provider
  + The HR Generalist is notified and a one-time surcharge is applied.