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VA Choice No-Show and Late Cancellation Policy

The VA Choice program has different policies around no-shows than other insurance contracts. Because of this, we have a different policy around no-shows for VA Choice patients than other patients.

If you No-Show, are 15 minutes late (or more) or cancel with less than 24 hours' notice, you may be terminated from treatment. Frequent no-shows or late cancellations are an indication of a need for a higher level of care. We will need to consider whether you need a clinic with more flexible hours, more appointment reminders and more capacity to handle walk-ins and emergency appointments.

By signing this form, you are agreeing that one no-show, arriving 15 minutes late (or more) or late cancellation means potential termination of treatment with this practitioner and a referral to another practitioner. By signing this form you are stating that you've addressed all questions and concerns related to this policy with your provider.

Client Signature

Date

Client Name

Date of Birth