
CANCELLATION, NO-SHOW AND LATE ARRIVAL PROCEDURE:

2012.1

In order to reduce the number of cancellations, no-shows and late arrivals, the following procedure will be followed:

1. All appointments will be confirmed in person or by phone the day previous to the scheduled appointment or on Friday for a Monday appointment.
2. The patient will be instructed to arrive 10 minutes early for established patients and 20 minutes early for new patients.
3. Cancellations should be made 24 hours in advance or as early as possible on the day of the appointment. Patients calling in to cancel more than an hour before their appointment will be rescheduled if desired. Patients calling in less than an hour before their appointment will be marked as a no-show.
4. Patients who fail to keep a scheduled appointment without notifying the office will be recorded as a no-show.
5. All no-shows and cancellations shall be noted in the patients chart.
6. PCCs will call a no-show patient to reschedule. If they cannot reach the patient after 2 attempts, a message will be sent to the provider team to send a letter to call and reschedule.
7. The PCC will review the patient's no-show history and notify the medical team if the patient has had 3 or more no-shows within a 6 month period to initiate the no-show process for future appointments.

A patient checking in more than 5 minutes after their scheduled appointment time but before the end of their appointment time will be given one of the following options:

1. Reschedule with the same provider at their next available appointment time.
2. Wait in clinic for another opening in the schedule for the same day with the same provider.
3. Return for an appointment with any provider who has an opening that same day.

A patient recording three no-shows within a six month period will not be allowed to make another scheduled appointment for six months. The provider team will notify the patient of their no-show status using a letter out of the EMR system and place a pop up message on the patient's chart. A patient navigator intervention will be initiated via the Navigator Registry. The navigator will call the patient at the appropriate interval to assure that the follow care occurs by having the patient come to the clinic and wait for the next available same day appointment with their provider. The navigator will let the PCC know that the patient is coming for an appointment that day.

If the patient objects to their no-show status they can ask for removal of the no-show status via the complaint process outlined in Procedure 3009.1.

No-show rates will be tracked monthly by system generated report of the EHR and reviewed by the COO and CMO.