No-Show and Cancellation Policy

Reminder Cadence, Barrier Assessment, and Rebooking

Effective Date:	December 17, 2025
Medical Director:	Yaw A. Nkrumah, MD

1. Purpose

This policy ensures consistent management of appointment no-shows and cancellations while identifying and addressing barriers to care, particularly for phone-first and underserved populations.

2. Appointment Reminders

- 72 hours before: SMS plus email (or phone call for phone-first patients)
- 24 hours before: Confirmation request plus tech-check link
- 2 hours before: Final reminder plus join link

3. Cancellation Windows

Timeframe	Action
24+ hours	No penalty; easy reschedule offered
Less than 24 hours	Late cancel; documented; reschedule offered
No-show	Missed without notice; outreach initiated same day

Note: SFM does not charge no-show fees.

4. No-Show Consequences

- First no-show: Outreach within 24 hours; reschedule; document barriers
- Second no-show: Care coordination call; assess transportation and tech barriers; offer phone-first pathway
- Third no-show: Medical Director review; care plan discussion; confirmed appointments may be required

5. Real-Time No-Show Protocol

1. Wait 5 minutes past appointment time
2. Attempt phone call at 5 minutes
3. Mark no-show at 10 minutes if patient unreached
4. Same-day outreach call
5. 24-hour follow-up if still unreached

6. Barrier Assessment

Assess for barriers during outreach:

- Technology issues (connectivity, device problems)
- Time and scheduling conflicts
- Health changes (illness, hospitalization)
- Language barriers
- Cost concerns

7. High-Risk Patient Protocol

- Escalate same day to care team
- Minimum 3 contact attempts within 48 hours
- Consider wellness check if safety concern
- Document all attempts in chart

8. Rebooking Guidelines

- Same-day rebooking when possible
- Next available within 2 business days
- Phone-first pathway if tech barriers identified
- Shorter callback windows (less than 30 minutes) if scheduling constraints
- Interpreter scheduled if language barrier

9. Monitoring and Equity

- Weekly no-show rate tracking
- Monthly cohort analysis (phone-first versus digital, language, payer, age)
- Flag if phone-first rate is 10% or more higher than digital
- Target: Less than 10% overall no-show rate