 Department of Health Government of Nunavut		NURSING POLICY, PROCEDURE AND PROTOCOLS	
		Community Health Nursing	
TITLE:		SECTION:	POLICY NUMBER:
Missed or Cancelled Appointments		Communications	06-015-00
EFFECTIVE DATE:	REVIEW DUE:	REPLACES NUMBER:	NUMBER OF PAGES:
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APPLIES TO:			
Community Health Centre Staff			

1. BACKGROUND:

- 1.1. The Department of Health (Health) strives to ensure that all Nunavummiut have access to equitable health care. The purpose of this policy is to provide a standardised process to ensure that clients who miss their appointment, cancel their appointment or if their appointment is cancelled by the community health centre because of changes in operation will have the opportunity to have their appointment rebooked.

2. POLICY:

- 2.1. The clerk/interpreters or delegate shall notify the Supervisor of Community Health Programs (SCHP) or delegate of all missed or cancelled appointments by the end of the following business day.
- 2.2. The SCHP or delegate shall ensure that all missed or cancelled appointments are documented as per guideline.
- 2.3. The SCHP or delegate shall ensure that clients are offered the opportunity to rebook missed or cancelled appointments in consultation with the client, with a minimum of three (3) attempts to rebook appointment.

3. PRINCIPLES:

- 3.1. Continuity of care is maintained when missed or cancelled appointments are followed up appropriately.

4. GUIDELINE

- 4.1. Client appointments should be booked at the next available appointment or as close to the time that the client calls.
- 4.2. Clerk/Interpreter or delegate are to follow Policy 06-014-00 Telephone Communication.
- 4.3. Clerk/Interpreter or delegate shall advise clients when making an appointment to call the health centre to cancel or rebook if they cannot attend.
- 4.4. Clerk/Interpreter or delegate shall make every effort to rebook an appointment at the time that the client calls to cancel.

5. AMBULATORY MODULE PROCEDURE:

- 5.1 The clerk/interpreter or delegate shall enter the reason for cancellation using the 'change appointment status' option. This includes telehealth appointments regardless of the presence of a health care provider.
- 5.2 Clients who do not cancel and do not attend will be automatically designated as 'Missed Appointment' in the registration fields at midnight on the business day for which the

appointment is booked.

- 5.3 A report of 'Missed Appointment' can be requested through the regional Executive Director (ED) who will liaise with Health IT staff to establish report parameters.
- 5.4 'Missed Appointment' clients should be contacted for rebooking on the next business day. No further documentation is required.
- 5.5 'Missed Appointment' Telehealth rebooking will require consultation with the physician or nurse practitioner providing the service and should be undertaken by the SCHP or delegate.

6. NON-AMBULATORY MODULE PROCEDURE

- 6.1. The clerk/interpreter or delegate will submit a list of all cancelled and missed appointments to the SCHP or delegate at the end of the business day. This includes Telehealth appointments.
- 6.2. The clerk/interpreter or delegate will register all the listed clients in Meditech.
 - 6.2.1. 'No Show' clients will be registered as cancelled or missed appointment
 - 6.2.2. Telehealth clients will be registered as Telehealth.
- 6.3. The SCHP or delegate will complete documentation in the clients' health records regarding the missed or cancelled or appointment.
- 6.4. The clerk/interpreter or delegate will contact all clients to rebook appointments at the client's convenience.



7. DOWNTIME PROCEDURE

- 7.1 When Meditech is unavailable, the clerk/interpreter or delegate will maintain a list of missed or cancelled but not rebooked appointments on a daily basis.
- 7.2 The clerk/interpreter or delegate will contact all listed clients to rebook their appointments at the client's convenience.
- 7.3 Once Meditech is again available, the clerical staff will register all clients on the list and follow procedures as outlined in 4.4 or 4.5.

8 RELATED POLICIES, PROTOCOLS AND LEGISLATION:

06-008-00 Documentation Standards

06-014-02 Telephone Communication

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