

MISSED APPOINTMENTS

OPS.020

Approved By:	Chief Operations Officer	Adopted Date:	07/1/00
Distribution:	Clinic Staff	Revision Date(s):	09//02, 3/22/2013

PURPOSE:

The purpose of this policy is to ensure that:

- Missed appointments are handled in a consistent and appropriate manner throughout each department in the ODCHC system,
- Missed appointments are followed up to ensure that the patient will not be at medical risk due to the missed appointment,
- Patients understand that missed appointments are taken seriously, as they compromise our ability to provide health care to those who need it.

POLICY:

An appointment for which the patient does not appear (no show) and an appointment that is cancelled with less than 24 hours notice (late cancellation) are both considered a "missed appointment" for purposes of this policy.

Medical Services

- All patients shall be notified of our policies regarding missed appointments.
- A practitioner may elect to treat late cancellations more leniently than no shows based upon the type of appointment, patient circumstances and ease with which the appointment slot can be filled.
- Reminder calls shall routinely be made to patients at least 24 hours in advance of appointments, in order to minimize missed appointments (and unless there is a confidentiality concern for the patient).
- All missed appointments shall be reviewed by qualified staff at each clinic. The staff person is responsible for determining if the missed appointment could lead to increased medical risk for the patient, and for taking appropriate action.
- All missed appointments shall be documented by the electronic scheduling system.
- All patients who miss appointments shall receive at least one of the following:
 - a preprinted ODCHC postcard,
 - a ODCHC No Show letter generated from the electronic health record,
 - a phone call from the clinic staff.
- After 3 missed appointments in 2-years, the qualified staff person may elect to enforce one of the following limitations on a patient's appointment privileges:
 - Connect patient with the clinic's case manager to assistance with overcoming barriers.
 - Allow the patient to make appointments but require that he or she call to confirm such appointments in advance. Appointments that are not confirmed may be documented and cancelled.
 - Limit the patient to same-day or walk-in appointments only.
 - Review and sign a behavior contract with the patient.
- Return of appointment scheduling privileges shall be at the discretion of the Site Administrator and the patient's PCP.
- **Dismissal of a patient for repeated missed appointments is not a general practice of ODCHC.** It shall be considered only in cases where the patient-practitioner relationship is irreparably damaged and no other alternative exists. In such cases, established procedures for discontinuation of care shall be followed. Refer to OPS.032.

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Prenatal Program

- All missed appointments and non-rescheduled cancellations shall be called by a member of the prenatal team. If not reached by phone, a certified letter shall be sent.
- If a patient has more than two missed appointments or cancellations without rescheduling, her case is brought to the attention of the prenatal team at the case conference and a plan is developed to investigate and remedy the situation.
- The patient plan will be documented in the patient's medical record.

Mental Health Services

- All patients receiving mental health services shall be notified of our policy regarding missed appointments.
- Reminder calls shall routinely be made to patients at least 24 hours in advance of appointments, in order to minimize missed appointments (and unless there is a confidentiality concern for the patient).
- All missed appointments and late cancellations shall be documented, including the date and type of action taken.
- All patients who miss appointments shall be sent a follow-up postcard or letter, unless the practitioner determines that special or extenuating circumstances exist.

Dental Services

- All patients receiving dental services shall be notified of our policy regarding missed appointments, and shall sign a statement of acknowledgement of the policy.
- A dentist may elect to treat late cancellations more leniently than no shows based upon the type of appointment, patient circumstances and ease with which the appointment slot can be filled.
- Reminder calls shall routinely be made to patients at least 24 hours in advance of appointments, in order to minimize missed appointments.
- All missed appointments shall be documented in the electronic dental record, including the date and type of action taken.
- All patients who miss appointments shall receive a follow up phone call, postcard or letter; unless the practitioner determines that special or extenuating circumstances exist.
- Patients who miss a scheduled appointment will not be given additional appointments. Any appointments scheduled for the patient will be cancelled.
- Patients who have 3 cancellations within a year will not be given additional appointments. Any appointments scheduled for the patient will be cancelled.
- Patients without appointment privileges will be provided with the opportunity to continue non-emergency treatment during periodic walk-in clinics.
- Return of appointment scheduling privileges is granted at the discretion of the dentist.

Approved:



Cheyenne Spetzler
Chief Operations Officer

Attachments:

Post Card