

## Revised Cancel/Reschedule Reasons Available in Cadence as of July 1, 2019



Reason	Definition
<b>Change in Medical Necessity</b> <i>(New!)</i>	Provider no longer needs to see patient; or, Provider deems patient needs to be seen sooner or later than previously indicated; or, Referring provider deems referral no longer needed
<b>Coordinating Appointments</b> <i>(New!)</i>	Appt date changed to coordinate with other medical appointments at UVA Health System
<b>Deceased</b>	Patient deceased*
<b>Error</b>	Appointment scheduled in error
<b>Hospitalized</b>	Patient hospitalized*
<b>Lacking Insurance Referral or Authorization</b>	Patient does not have the required insurance referral or prior authorization
<b>Patient's Request</b>	Patient cancels or reschedules for any reason, including via iDialer Will label the appointment as a "No Show" on institutional reporting if within 24hrs of appt
<b>Patient's Request – Transportation Issues</b> <i>(New!)</i>	Patient cancels or reschedules because they do not have transportation to the appt. Will label the appointment as a "No Show" on institutional reporting if within 24hrs of appt
<b>Patient's Request – Seeing Non-UVA Provider/ Wait Is Too Long</b> <i>(New!)</i>	Patient cancels because the wait time for the appointment was too long; or, Patient cancels because they choose to see a non-UVA provider instead for same issue Will label the appointment as a "No Show" on institutional reporting if within 24hrs of appt
<b>Provider Unavailable</b>	Provider is unavailable to see patient for any reason Will label the appointment as "bumped" on institutional reporting if cancelled within 45 days of appt
<b>Weather or Facility Issue</b>	Patient unable to attend appt due to inclement weather; or, Clinic closes for inclement weather, power outage, broken equipment, staffing shortage, or emergency event
<b>Home Health Provider</b>	Used only by Home Health; not for use by Access Associates
<b>Home Health – Rescheduled with another provider</b>	Used only by Home Health; not for use by Access Associates
<b>Home Health – Unable to reach patient</b>	Used only by Home Health; not for use by Access Associates
<b>HIS Only – Duplicate MRN</b>	Used only by HIS; not for use by Access Associates

\* Re: "Deceased" and "Hospitalized" – appts cancelled with these reasons, if cancelled within 24 hours of appt, are included in the No Show rate on institutional reporting, as the intent of that reporting is to capture the total volume of last-minute cancellations which may lead to open appt slots. There is no punitive impact to the patient or family.

	Example Scenarios	Cancel/Reschedule Reason
1	A closed clinic is mistakenly opened and patients scheduled, who must then be rescheduled	<b>Error</b> (not “Provider Unavailable,” since the appointment should never have been scheduled in that slot)
2	PFA team member incorrectly schedules patient into unavailable time and is informed by provider’s administrative assistant that the provider was never available at that time, prompting a reschedule	<b>Error</b> (not “Provider Unavailable,” since the appointment should never have been scheduled in that slot)
3	Access Associate is in training and makes scheduling mistakes requiring cancels/reschedules	<b>Error</b> (selecting “Error” helps us collect accurate data on all other cancel reasons by excluding errors)
4	Dean/Senior Leadership/Chair/etc. calls last-minute, mandatory meeting during a provider’s clinic, and patients must be rescheduled	<b>Provider Unavailable</b> (even if the reason the provider is unavailable was outside the provider’s control, we still use “Provider Unavailable”)
5	Patient is rescheduled from the Wait List into a sooner appointment	<b>Patient’s Request</b>
6	Patient cancels appointment because they have found a sooner appointment with <i>another UVA provider</i> for the same issue	<b>Patient’s Request</b> (not “Patient’s Request—Seeing Non-UVA Provider/Wait Is Too Long”, which is only used for cancellations for seeing a <b>non-UVA provider</b> instead)
7	Medicaid ride did not show up; Jaunt ride did not show up	<b>Patient’s Request – Transportation Issues</b>
8	Patient was not able to provide Medicaid with enough notice to arrange a ride	<b>Patient’s Request – Transportation Issues</b>
9	Traffic accidents, car break down, ride never arranged, ride did not show up	<b>Patient’s Request – Transportation Issues</b>
10	Patient is hospitalized at any facility (UVA or non-UVA)	<b>Hospitalized</b> (not Change in Medical Necessity)
11	Out of town patient is unable to attend due to a snow storm in their area, but UVA clinics are open	<b>Weather or Facility Issue</b>
12	Patient was scheduled for multiple therapy appointments and halfway through treatment, provider deems that the remainder of the appointments are no longer needed and can be cancelled	<b>Change in Medical Necessity</b>

### Comments Field

When cancelling or rescheduling an appointment, schedulers may enter free text in the “Comments” section:

Cancel reason:	Comments:	Initials:		Cancel appts	Reschedule
<input type="text"/>	<input type="text"/>	<input type="text"/>			

Please enter any brief additional information regarding the reason that a patient requested to cancel/reschedule—this information is helpful to both the patient and the clinic in recalling at a later date what prompted the change.

Your Pod Manager or Supervisor will provide you with additional guidelines on what information to provide in the Comments section for your Pod.