

SUBJECT: Patient No Show Policy and Procedure	REFERENCE # 1011
DEPARTMENT: MEDICAL	PAGE: 1 OF: 1
APPROVED BY: Helen Story MD and Robert Sims MD	EFFECTIVE: August 7, 2007 REVISED: 01-01-2009

I. Purpose

- A. To assure that patients have access to care when needed by maximizing the utilization of available appointments.
- B. To provide a mechanism for appropriately managing the patient that fails to utilization of available appointments.

II. Policy

- A. If a patient is unable to keep their appointment, they are required to cancel their appointment with appropriate prior notice (24 hours).
- B. Failure to the patient to cancel their appointment without a 24-hour notice is considered a “No Show” for purpose of this policy.
- C. To assist the patient in keeping appointments, various reminder systems may be utilized which include: an automated reminder via the telephone system, staff calls to the patient, provision of appointment cards, or reminders via e-mail. If, when making reminder calls, the staff reaches a disconnected number, the staff members will not this in the patient’s electronic records (EHR) as a pop-up.

III. New Patients

- A. Documentation will be entered in the patients EHR that the patient did not show for their first appointment.
- B. Office must call the patient to reschedule another appointment.

IV. Established Patient

- A. Patient’s appointment gets rescheduled for the first available appointment with the first available provider for that day or the next day’s open appointment slot.
- B. If a trend is noticed, patients may be released from the practice.
- C. A charge of \$30.00 will be charged for each No Show appointment.
- D. The first “No Show” occurrence will require a letter to be sent to the patient reinforcing the NO SHOW Policy. The letter will also reiterate the expectation that the patients will notify the practice in advance when appointments cannot be kept and a No Show fee of \$30.00 will be charged each time the patient does not keep their appointment. Copy of letter will be attached to the patients EHR.

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V. Same Day/ Acute “NO SHOWS”

- A. The patient who fails to keep a same day or an acute appointment, and does not cancel appointment with appropriate notice, is counted and managed as other “No Show”,

NOTE: The dismissal of HMO patients should be handled by sending a copy of the dismissal letter to the respective insurance company.