

SCHEDULING • POLICY 3.13

## Appointment No-Shows

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It is the policy of the Practice to monitor and manage appointment no-shows. Any patient who fails to arrive for a scheduled in-person appointment or telehealth visit or who fails to cancel with appointment more than 24 hours prior to the scheduled time is considered a “no-show.” A no-show patient is charged a fee, as established by the Practice, for failure to show. A patient who consistently fails to present themselves for scheduled appointments is considered a chronic no-show. A patient who is a no-show more than three times is dismissed from the Practice.

### ***PROCEDURES***

1. A patient is notified of the no-show policy at the time of his or her initial registration. The no-show policy is provided in writing upon the patient’s registration along with the Practice’s registration forms. The policy is also displayed on the Practice’s website and patient portal.
2. A patient’s appointment status is automatically or manually updated by marking the system “N” for no-show when the patient cancels an appointment within 24 hours prior to the scheduled appointment.
3. By the end of the same day the appointment is missed, the clinical assistant and the scheduled provider review the chart of the patient who failed to present for his or her appointment.
4. “No show” is denoted in the patient’s chart. The clinical assistant and the provider determine one of the following actions, which is documented in the patient’s chart in the drop-down menu designated in the system to record the reason for the no-show:
  - a. No follow-up necessary.
  - b. Follow-up urgent. Locate patient immediately.
  - c. Follow-up advised. Contact patient and schedule visit in \_\_\_\_ weeks.

Date \_\_\_\_\_ Time \_\_\_\_\_ Clinical Assistant/Provider \_\_\_\_\_

Record details of the communication with the patient:

\_\_\_\_\_

[Policy 3.11 Form 1 Procedures ]

5. Action must be taken according to the decision of the clinical team reviewing the chart. If necessary, responsibility is assigned for follow-up. If the patient is to be contacted in the future, a recall is generated in the practice management system to alert the Practice that the contact should be made in the specified time period. For non-urgent recalls, the Practice will send correspondence to the patient via secure e-mail or letter in the following format:

### NO-SHOW CORRESPONDENCE

Name \_\_\_\_\_

We noticed that you missed your appointment!

Provider \_\_\_\_\_

Date \_\_\_\_\_

Time \_\_\_\_\_

Your provider has recommended that you return to the practice so that effective healthcare can be provided to you.

Please contact us at 888-888-8888 to schedule another appointment.

Thank you, \_\_\_\_\_

[Policy 3.11 Form 2 No-Show Correspondence]

6. The Practice charges each no-show patient a missed appointment fee.
7. A patient who fails to present for his or her scheduled appointment more than once is considered a chronic no-show. This type of patient is only given certain appointment slots (e.g., the last of the morning) and may be required to prepay for certain services and/or to provide a credit card number with an agreement that a service fee is charged if he or she fails to present for an appointment.
8. A patient who fails to present for his or her scheduled appointment three or more times without the requested advanced notification is dismissed from the Practice. (See related policy 6.14 on Termination of Provider–Patient Relationship.)