

Policy and Procedure

Regarding No Shows and Cancellations

I. Background

Patients who fail to keep their appointments interrupt the scheduling process, disrupt the delivery of care, and cost the center both in terms of lost revenue and wasted staff efforts. Understanding, controlling and eliminating root causes of no-show activity will allow the health center to gain higher returns from additional activities aimed at improving the efficiency of the organization, predicting and planning for patient flow and the utilization of center resources.

II. Policy

It is the policy of NEPA Community Health Care to inform patients of the importance of keeping appointments and the expectation that they will call to cancel as soon as they know they will be unable to keep the appointment. In order to maintain proper provider and staff productivity levels and to provide quality care to the patients of the health center, NEPA CHC will monitor and decrease the rate of no-show visits. Under certain conditions, the patient may be prevented from scheduling future appointments.

III. Procedure

- A. Each patient receives and signs the Patient and Center Rights and Responsibilities form upon registering as a patient of the center according to the Policy and Procedure Regarding Patient and Center Rights and Responsibilities. Patients will provide their preferred method for contact.
- B. Patients that fail to keep, no show, or cancel their appointments three times in a 6-month period or four times for children under the age 18 will be prevented from scheduling future appointments for a period of six months and will be seen on a same-day or walk-in basis only.
- C. When scheduling an appointment, the patient or family member is reminded to call and cancel if they will be unable to make the appointment. Front Desk Staff will verify contact method, email address and phone number before making the appointment.
- D. Front Desk Staff will call to remind the patient of his or her appointment the day prior to the appointment.

- E. For each appointment that the patient does not keep, no show, or cancel, Front Desk Staff will contact patient via phone to reschedule appointment. Documentation will be made in the patient's medical record indicating their failure to keep a scheduled appointment as well as the center's ability to contact them and any consequences of the patient not calling/showing up for their appointment.

- F. The Care Manager reviews no-show and patient appointment cancellation data on a weekly basis. This data includes the percentage of patients who fail to keep their appointments/rescheduled; documented reasons why patients have not kept appointments/rescheduled; the number of patients who are currently prevented from scheduling future appointments and any improvement efforts that have been made to reduce the no-show rate.
 - a. Reports and Tracking Tools
 - i. DM/HM report via Medent labeled *3+ No Show Appts* can be used to capture ALL patients who have 3 or more no show appointments within the past six months.
 - ii. Office Appointment Report via Medent labeled *Patient No Show Report* can be used to capture ALL patients who have no show appointments and sort/filter by date, location, provider, and appointment type.

- G. The Care Manager will work with appropriate staff, including front-desk and clinical staff, to devise improvement strategies for the no-show rate.
 - a. Current procedure includes:
 - i. Front Desk Staff will attempt to contact patient via phone three (3) times to reschedule appointment following a no show.
 - ii. A No Show Letter will be mailed to patient following the third no show within a six month period, informing patient of our policy and that they are now prohibited from scheduling future appointments for a period of six months and will be seen on a same-day or walk-in basis only.
 - iii. An alert will be placed in the patient's electronic medical record when a no-show letter is sent by the Care Manager.

- H. The Care Manager reports to the QA Committee on a quarterly basis information regarding the health center's no-show rate.

NEPA Community Health Care

- I. The QA Director, working with appropriate staff, shall review and make needed updates to this policy and procedure on an as-needed, but at least annual, basis.