



**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. Purpose**

The health center strives to standardize and unify organizational policies and procedures across the organization's multiple clinics and service lines. The health center will implement this policy across all health center service lines to reduce the occurrence of no shows and cancellations.

**III. 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 all 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.

**IV. Procedure**

- A. Upon establishing care, and annually thereafter, each patient receives and signs the following required documents related to appointment scheduling and cancellation:
  - a. Patient Center Rights and Responsibilities
  - b. No Show-Cancellation Policy Form
  - c. Patient organization contract
  
- B. When scheduling an appointment, the patient or family member is reminded to call at least 24 hours in advance 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.



- a. A patient is considered a no show when he/she fails to appear for a scheduled appointment **OR** arrives ten (10) or more minutes late for a scheduled appointment.
- C. Patients that no show for scheduled appointments, regardless of service line, three (3) times in a 6-month timeframe will be prevented from scheduling future appointments for a period of six (6) months and will be seen on a same-day or walk-in basis only, with the following exceptions:
- a. Well Child visits will be scheduled normally without interruption.
  - b. Dental patients will not be accommodated for same-day or walk-in appointments however, they will be permitted access in the event of a dental emergency.
- D. Patients will receive a confirmation call/text/email by a virtual reminder system to beginning 3 days prior to the appointment. Patient can either confirm or cancel the appointment via the virtual reminder system.
- E. Front Desk Staff marks the no show event in the patient's electronic medical record by updating the eBill Appointment Status.
- a. Additionally, Dental providers will document the no show occurrence in the patient's chart within the encounter note.
- F. For each appointment that the patient no shows, or cancels, Front Desk Staff attempts to contact the patient, at least 3 times, to reschedule the appointment.
- a. Front Desk Staff documents in the patient's medical record, under *Triage*, indicating their failure to keep a scheduled appointment as well as the center's effort to contact them and any consequences of the patient not calling/appearing for their appointment.
    - i. No show occurrences for an MOUD appointment are triaged to the Care Coordinator for follow-up with the patient. The Care Coordinator informs the inter-agency treatment team of the occurrence.
    - ii. No show occurrences for a prenatal appointment will be triaged to the Care Manager for follow-up with the patient.
  - b. Failure to reschedule appointment may result in restriction of medication refills and other services such as completion of medical forms by provider.
- G. Front Desk Supervisor reviews no show/cancellation data weekly and identifies patients in violation of this policy.
- a. Front Desk Supervisor mails a **No Show Letter** to the patient following the third (3) no show within a six (6) month period. This letter informs the patient of the health center's policy and that the patient is now prohibited



- from scheduling future appointments for a period of six (6) months and will be seen only on a same-day/walk-in basis.
- b. Front Desk Supervisor places an *Alert* in the patient's electronic medical record indicating when the *No Show Letter* was sent and the timeframe for which the scheduling consequences are to be enforced.
  - c. Front Desk Supervisor changes the status "OK to Schedule" from Yes to No.
    - i. Enter patient information area of chart
    - ii. Select Status tab at bottom of screen
      1. Next to "OK to Schedule" select No
  - d. Front Desk Supervisor creates a "To Do" within the patient's electronic medical record indicating the date restrictions will be lifted.
  - e. After the six (6) month restriction period has ended, the Front Desk Supervisor removes the *Alert* from the patient's electronic medical record.
    - i. Front Desk Supervisor instructs Front Desk Staff to contact the patient for scheduling.

## V. Roles and Responsibilities

- A. Patient- demonstrates good steward that shows for appointments and understands the value of seeking care and its policies and procedures.
  - a. Review and sign the agreement to the No Show-Cancellation Policy.
  - b. Provide current contact information for health center use.
  - c. Notify the office staff least 24 hours in advance to cancel appointment if unable to attend.
  - d. Confirm or cancel appointments via the automated appointment reminder system.
  - e. Arrive on time for scheduled appointments.
- B. Front Desk Staff- demonstrates understanding of the no-show policy and is able to execute on the tasks needed to support the no-show policy
  - a. Obtaining patient signature on required documents.
  - b. Providing patient with copy of the No Show-Cancellation Policy.
  - c. Scheduling patient appointment.
  - d. Affirming patient contact information.
  - e. Documenting a no show occurrence in the patient's electronic medical record.
  - f. Calling patient to reschedule appointment following a no show occurrence.
- C. Front Desk Supervisor- demonstrates the ability to support front-desk staff and monitors and evaluates information to make consistent and uniform decisions



- a. Monitors the no show/cancellation data on a weekly basis, identifying patients with 3 or more no show occurrences in a 6-month period.
  - b. Informs patient of no show status via mail.
  - c. Documents enforcement of no show consequences as an *Alert* in the patient's electronic medical record.
  - d. Informs staff when no show consequences can be lifted.
- D. COO- demonstrates the ability to use data as information to forward improvements in the no-show policy
- a. Reviews no show/cancellation data for quality control.
  - b. Shares no show/cancellation performance with the QA Committee, each clinic location, and each provider for purposes of education and accountability.
- E. Directors- demonstrates the ability to apply data to improve clinical delivery from no-show reporting
- a. Review monthly no show/cancellation data.
  - b. Utilize data when evaluating staff delivery and performance.
- F. Executive Director- demonstrates and executes decisions from no-show policy reporting to support strategic and operation functions.
- a. Reviews monthly no show/cancellation data.
  - b. Utilizes and reports data to the Board of Directors and NEPA organization

## VI. Metrics

- A. Patient No Show Report
- a. EMR generated:
    - i. Appointments; Office Appointment Reports; Patient No Show Report
  - b. Run report daily.
    - i. No show letter to patient can be generated automatically from report.
- B. Patient Cancellation Report
- a. EMR generated:
    - i. Appointments; Office Appointment Reports; Patient Cancellation Report
  - b. Run report daily.
- C. DM/HM Report #232
- a. EMR generated:
    - i. Medical Reports; DM/HM Reports; DM/HM Formula #232



ii. Depicts all appointments booked vs appointments with a no show status and a cancellation status.

b. Run report on the 1<sup>st</sup> day of every month.

D. Internal Reporting metrics- auditing staff accountability

E. No Show patient metrics

Policy Approved By: Mary W. Wetherall, CEO  
(Print Name and Title)

Signature: 

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