



**Policy and Procedure**  
**Regarding Appointment Cancellations and No Shows**

**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 repetitive cancellation and 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**

The following policy refers to the Primary Care and Behavioral Health service lines. Please see Appendix A for the Dental 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. 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 late cancellations and no shows. Under certain conditions, the patient may be prevented from scheduling future appointments.

1. Patients are expected to provide notice of cancellation the day prior to their scheduled appointment.
2. Late Cancellations are defined as a patient canceling a scheduled appointment the same day the appointment is set to occur. Late Cancellations will be documented in the EMR as such.
3. Patients are expected to reschedule their appointment at the time of cancellation.
4. A patient is considered a No Show when they show up to their appointment 10 minutes or more late for their appointment time.



5. A patient that no shows their first scheduled appointment with the organization will not be able to reschedule and will be eligible for discharge from the practice across service lines for 12 months. After 12 months, they can re/establish care as a new patient.
6. Patients who engage in 2 No Shows and/or Late Cancellations in a 6-month period may be subject to review from the care team and will receive a warning letter. Front Desk Staff will notify the care team appropriately.
7. Patients who engage in 3 or more No Shows and/or Late Cancellations in a six-month period will be eligible for discharge from the practice across primary care and behavioral health service lines for 12 months at the discretion of their care team. After 12 months, they can reestablish care as a patient.
8. Discharge of patients from the practice is always at the discretion of the CEO and appropriate clinical director.

#### IV. **Procedure**

1. New patients scheduling their first appointment are instructed in the No Show and Cancellation Policy and given an arrival time (instead of appointment time).
2. New patients will receive written notice of the No Show and Cancellation Policy with their new patient packet that is mailed out. Reception staff will include the document New Patient No Show Notice (NS-NEWPT).
3. The patient signs the No Show and Cancellation policy contract at their first visit.
4. If a patient cancels their appointment the day prior and reschedules their appointment, they are marked as Rescheduled in the Status column of chart central in Medent.
5. If a patient cancels their appointment on the same day, they are marked as a Late Cancellation or Late Reschedule in the Status column of chart central in Medent.
6. If a patient shows up to their appointment 10 or more minutes late or fails to show up, they are marked as No Show in the Status column of chart central in Medent.
7. Patient is notified of No Show by reception. Reception will make 3 calls within the next two business days to reschedule. If unable to reach the patient after 3 calls a letter will be sent to the patient via portal or mail.
8. A ToDo is placed in the chart with reason code "No Show" for reception to follow up on contacting and rescheduling.
9. In the case of either 2 No Shows and/or Late Cancellations, the Reception Supervisor will refer to the patient's care team for review, and the patient will be sent a warning letter.



10. If a patient accrues 3 or more No Shows and/or Late Cancellations within a 6-month period, they will be eligible for discharge across primary care and behavioral health service lines for 12-months at the discretion of their care team.
11. If deemed appropriate, a discharge letter is sent to the patient. After 12 months, they can reestablish care as a new patient. Discharge of patients from the practice is always at the discretion of the CEO and appropriate clinical director.
12. Reports - which reports to run and how often.
  - a. Quarterly Patient NS/CX Report
    - i.EMR generated:
    - ii.Reception Supervisor is responsible for running report.
  - b. DM/HM Report #544
    - i.EMR generated:
      1. Medical Reports>DM/HM Reports>DM/HM Formula #544
      2. Depicts all appointments booked vs appointments with a no-show status and a cancellation status.
    - ii.Run report weekly.

V. **Appendix A: Dental Policy**

The following explains the NEPA Community Health Care Dental Department's No Show and Cancellation policy. Please read it carefully because it explains your rights and responsibilities as a patient.

NEPA Community Health Care Dental considers an appointment missed if any of the following situations occur:

1. The patient does not show up for a scheduled appointment.
2. The patient arrives 10 minutes or more late for an appointment.
3. The patient calls and cancels an appointment less than 24 hours before the scheduled appointment.

When a current patient has missed two (2) appointments in a 6-month period, or three (3) appointments in a 12-month period, he/she will not be allowed to schedule any more NEPA CHC appointments for one calendar year (12-months). Schedule permitting, same day emergency visits can still be scheduled.



Policy Approved By: Kristen N Follert, CEO  
(Print Name and Title)

Signature:

A rectangular box containing a handwritten signature in black ink, which appears to be "Kristen N Follert".

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