



Title: Late and Missed Appointment

Version #: 8

Document Owner: Director of Health Center	Date Created: 10/17/2019
Approver(s): Board of Directors, Policy Committee	

Printed copies are for reference only. Please refer to the electronic copy for the latest version.

Purpose:

To reduce the number of late and missed appointments at Northwest Colorado Health and to ensure that patients who do not show for appointments receive proper follow-up.

The Board delegates approval of processes relating to late or missed appointment to the Medical Director.

Policy:

It is the policy of this agency to make best efforts to accommodate all appointment requests and timing as the schedule allows. The following applies to patients who are late for an appointment or do not show up at all:

- 1) If a patient is late for his/her appointment by more than 10 (ten) minutes the Patient Care Representative (PCR) will reschedule the patient. If a same day appointment with the same provider or another provider is available the patient can be rescheduled the same day. If no same day appointment is available, the patient will be rescheduled for the next available appointment. If the patient is more than 10 minutes late it will be considered a missed appointment and will be marked N/S (No Show) in eCW. At the start of each day in the morning huddle a provider can communicate to the MA and PCR if there are patients that they still want to see even if they are late due to concerns they have.
- 2) If a patient calls to cancel or reschedule their appointment less than four hours prior to their scheduled appointment it is considered a late cancel and will be marked as a "LateCANC".
- 3) If a patient does not show up for his/her appointment at all and does not contact the office it is considered a "No Show" and will be marked as such in eCW.
- 4) Every effort will be made to work with the parent/guardian to schedule child for next available appointment
- 5) No more than 3 members of 1 family can be scheduled with any single provider simultaneously in one day
- 6) If a family no shows for their appointments, that family will be placed on a "no more than 1 family member at a time" status.
- 7) If an appointment is missed or late cancelled due to a weather emergency as declared by the county or National Weather Service, it will not be counted as a late cancel or missed appointment.

Procedure:

Notifications and Communications with the Patients:

1. All patients are to receive and sign a copy of the Northwest Colorado Health Late and Missed Appointments Policy at their first visit as well as on an annual basis.
2. When possible, all patients are to be reminded of their appointment the day prior to that appointment via eCW voice or text messaging. Some programs may choose to personally call their patients the night before or morning of appointment to remind them of their appointment, in addition to the eCW automated calls.
3. If a patient has not arrived 10 minutes after their scheduled appointment time, the Patient Care Representative (PCR) will mark the visit as a No Show in ECW.
4. If the patient arrives after 10 minutes late, the Patient Care Representative will reschedule their appointment. In all situations, PCR will place a notation in the appointment general notes with date/time of no show, PCR initials, any pertinent information regarding no show as well as who they discussed the No Show with if applicable.

Missed appointments will be tracked for each patient in six-month time increments. This process is followed for missed appointments and late canceled appointments.

1. **1st missed appointment** – Patient Care Representative (PCR) will mark patient as a No Show in eCW and call the patient to notify them of the missed appointment with an offer to reschedule. PCR will also confirm appointment reminder settings with patient in order to prevent future no shows. This communication will be documented in a new Telephone Encounter (TE). PCR will title TE as “1st No Show” and will also document whether letter/postcard was sent or phone call took place.
2. **2nd missed appointment**- PCR will mark the patient as a No Show and send a TE to the appropriate Medical/Dental Assistant to address any issues that may be interfering with his/her ability to keep appointments. Medical/Dental assistant will discuss situation with Case Manager/Clinic Manager/PCP as appropriate to determine if further assistance is needed to ensure patient can make it to their appointments. Depending on the circumstances surrounding the No Shows, appropriate staff will do a warm hand off to Behavioral Health for follow up if necessary. PCR will also send a 2nd letter to patient informing them of their 2nd missed appointments. This letter will inform the patient that they will be assigned a Same Day Only status if they miss another appointment, and notify them of available services to help them arrive for their appointments.
3. **3rd missed appointment** – PCR will N/S patient within eCW, place a Same Day Only alert on patients’ chart, create action to remove same day alert after 6 months. In addition, PCR will a 3rd letter to patient informing patient of their Same Day Only status. PCR will

Title: Late and Missed Appointment

Version #: 8

also create and send TE to appropriate MA/DA to notify clinic of patients Same Day Only status. Same Day Only status will only be placed on patients account for 6-month duration at a time.

Scope:

All CHC Staff

Definitions:

- None

Related Documents:

[Late and Missed Appointment Letter](#)

[Late and Missed Appointment Letter - Spanish](#)

Attachments:

- No Show Workflow

References:

A. None


Board of Directors Meeting Approval Date:

- August 29, 2012
- March 27, 2013
- April 30, 2014
- July 29, 2015
- February 22, 2017
- April 18, 2018
- August 26, 2020

The signature below represents an approval of this document.

Title: Late and Missed Appointment

Version #: 8


Board Representative: _____ Date: <u>August 26, 2020</u>

POLICY APPROVAL HISTORY PRIOR TO POLICYTECH

Approved by Executive Director:

- November 6, 2009

Revision Dates:

- April 30, 2014
- July 29, 2015
- February 22, 2017
- April 18, 2018
- August 26, 2020