

Appointment No-Shows

No-Show Definition

- Patient and/or local facility staff cancels or reschedules the same day as the scheduled appointment.
- Patient does not present to the scheduled appointment.
- Patient arrives late for an appointment and the Provider determines there is not adequate time to complete a thorough consult (see Late Arrival Adequate Time below).

Late Arrival Adequate Time

- Late arrivals will be granted adequate time to initiate the Specialty Clinic consult per the arrival windows noted below:
 - Patient not on camera within 10 minutes of scheduled appointment for a 30-minute appointment.
 - Patient not on camera within 20 minutes of scheduled appointment for a 60-minute appointment.
 - Patient not on camera within 30 minutes of scheduled appointment for a 90-minute appointment.
- For a patient presenting after the late arrival window, it is at the discretion of the Specialty Clinic staff to confirm if the appointment can be completed or be considered a no-show.
- Local facility will communicate with the Specialty Clinic staff of the no-show or canceled appointment.

Charges

- Per Service Unit contract, the facility may be assessed a no-show fee for patients that do not present for their appointment or cancel their appointment the same day. Please confirm with Service Unit leadership how this applies to your facility.
- If the no-show scheduled time can be filled by another patient, a no show fee will not be charged.

Action Plan

Prevention Steps	Rescheduling
<ul style="list-style-type: none"> • Facility staff will collaborate with the patient to accommodate patient's preferred appointment date and time. 	<ul style="list-style-type: none"> • During appointment reminder phone call, when Facility staff is able to connect with the patient who requests to reschedule, immediately identify the next available appointment within the Specialty Clinic Scheduler and reschedule.
<ul style="list-style-type: none"> • Attempt to schedule patient at first available appointment with preferred Specialty Clinic Provider. 	<ul style="list-style-type: none"> • Facility staff to initiate a follow-up call with the patient to reschedule the appointment and identify reason for no-show.
<ul style="list-style-type: none"> • Educate patients on the importance of keeping their Specialty Clinic appointments. Scripting example: "Please notify your local clinic at least 2 days in advance if you are unable to keep your scheduled specialty appointment." 	<ul style="list-style-type: none"> • Facility staff to pro-actively ask the patient questions to encourage Scripting examples: "How can we help you keep this next appointment, such as a reminder call, text message, etc.?" "If you are running late, need to cancel or reschedule, please call the local facility at this number (_)."
<ul style="list-style-type: none"> • Collaboratively conduct appointment reminders to patients. Scripting example: "Appointment reminders may be made via phone 1-2 days prior to appointment by Facility Staff." 	
<ul style="list-style-type: none"> • Facility staff to document appointment reminders within the EHR. 	