



## **No Show & Cancellation Policy**

### **Purpose:**

1. To maximize the number of patient visits per day
2. To provide open access scheduling to ensure all patients are seen in a timely manner
3. To minimize the no show rate

**Scope:** All River Valley Family Health Center Clinic Staff

### **Policy:**

1. Cancellations: patients must call by five (5pm) the day before their scheduled appointment in order to cancel. Messages left on voice mail or with on-call nursing service will be notated with time stamp and if call was within 24 hours of appointment then appointment will be cancelled appropriately.
2. Patient Health Navigators will pull No-Show reports and manage no shows. Once a week they will go through the no reports in document in the chart that the patient has missed an appointment. The Patient Health Navigators will send out a no-show letter.
3. Established patient, no show: If an established patient does not call within 24 hours in advance of scheduled appointment then the appointment will be counted as a no-show. Established patients may have three no-shows within a rolling year. After the first (1<sup>st</sup>) no show the patient will be mailed a letter to the address on file stating the first no show (Exhibit A). It is the patient's responsibility to make sure River Valley Family Health Center has the correct address on file.
  - a. If the patient no-shows for a second (2<sup>nd</sup>) time, River Valley Family Health Center will mail a letter to the address on file stating they have two no shows on file (Exhibit B)
  - b. If the patient does not come to the third (3<sup>rd</sup>) scheduled appointment, the PHN will mail a letter to the address on file stating that they have 3 no shows on file (Exhibit C). The letter will state the patient will need to contact the PHN (name will be provided), within 30 days, to make an appointment with him/her to discuss their no shows. The Patient Health Navigators will place a patient message in the EMR to QA/QI Director to have the patient status changed to "suspended" until either the patient contacts the PHN or the 30-day suspension time is completed.
    - i. Discussion will include possible barriers that can be eliminated via our patient navigation services provided by River Valley FHC. Also, discussion around River Valley no show policy and reasoning behind this.
    - ii. If patient no shows for the appointment or does not respond to the letter within 30 days the patient will be dismissed. The PHN will then present this patient to the Chief Medical Officer (CMO), Clinical Director, and/or

Director of Dental Services (DDS) for possible dismissal from RVFHC. This will be done in the form of a patient message in the EMR.

- iii. The CMO, Clinical Director or DDS will make the determination to dismiss the patient or allow further appointments to be made.
  - iv. If the CMO, Clinical Director, or DDS determines a patient should be dismissed from the practice an encrypted e-mail will be sent to the PHN asking for a dismissal letter to be generated inside the EMR. The letter will be sent via certified mail to patient and recorded in patient chart. (Patients with RMHP Medicaid will follow the *Dismissal of a Patient Policy* dated December 2017, for proper protocol). The patient chart will be marked as 'dismissed' by the QA/QI director and no further appointments will be made.
- c. The no show count returns to zero at the beginning of each calendar year.

4. New Patients: All patients who have never been seen nor made an appointment at the clinic would be considered a new patient. If a new patient misses their first scheduled appointment a letter will be mailed by the PHN stating the no show policy. The letter will state the patient will need to contact the PHN (name will be provided), within 30 days, to make an appointment with him/her to discuss their no shows. The Patient Health Navigators will place a patient message in the EMR to QA/QI Director to have the patient status changed to "suspended" until either the patient contacts the PHN or the 30-day suspension time is completed. Discussion with the PHN will address barriers that could be eliminated to avoid further no shows. If patient fails to make this appointment with the PHN the patient will be allowed to make only same day appointments.

5. River Valley understands there will be circumstances that patients will have valid reasons for no-showing their appointment. In the case of automobile failures, family emergencies, and/or admission to ER or hospital these reasons will be excused without penalizing the patient.

6. Call Center will document no-show reason in the EMR comment box for the Patient Health Navigator to review for determination of excused or non-excused no show.