

University of Toledo Ambulatory Services Guideline

Title: **Appointments, No Shows and Cancellations**

Purpose: This guideline outlines the procedures and documentation required for patients who are late, do not show up, or any other cancelled appointments.

Related Policies: 3364-101-02-11 Follow-up for Cancelled or Missed Appointments
3364-101-06-11 Appointment Reminder Calls
3364-101-03-07 Patient Appointments and Follow-up Care Determination
3364-100-55-08 Clinic Cancellations

Accountability: It is the responsibility of the Clinic Manager to ensure that this guideline is implemented to meet clinical operations. Discharging a patient from the practice related to appointment compliance is ultimately the responsibility of the treating provider.

Definitions:

- **No Show for Appointment**
Scheduled appointment where the patient does not arrive or call to cancel.
- **Patient Cancelled**
Patient calls and cancels or reschedules their appointment for any reason.
-Patient left due to doctor behind schedule-patient/family initiated this decision due to long wait to be seen by the provider
-Patient left without being seen- patient/family initiated this decision due to other reasons
- **Doctor Cancelled Appointment**
Provider cancelled a patient less than six weeks prior to the appointment.
- **Administration Cancelled Appointment**
Provider cancelled a patient greater than six weeks prior to the appointment for any reason.
- **Scheduling Error**
Any appointment created in error by staff such as duplicate appointments, wrong provider, or wrong facility
- **Regional Emergency**
Appointment cancelled as a result of a local or institutional emergency such as loss of power, water, or other means to operate.
- **Weather Related**
Administration cancelled appointment due to weather conditions.

Appointments:

A. Scheduled Appointments

1. The normal process for appointment scheduling is done when the patient or referring provider makes a telephone request, in person, faxes, EMR (electronic medical record) or Patient Portal.
2. Scheduling staff makes appointment with a provider based on availability and type of service requested.
3. If the patient is requesting an immediate appointment or patient's condition/situation warrants, the patient should be sent to the designated clinic staff or provider to determine disposition.

B. Late Arrival for Appointment:

1. If the patient arrives greater than 15 minutes after scheduled appointment time, or half of the duration of the scheduled appointment time, the Front Desk/ Check In staff should consult with the provider, manager or designee to assure the patient can be seen today:
 - a. The patient should be provided the opportunity to be worked into the schedule and informed that there may be a delay until he or she can be seen.
 - b. If the provider is unable to see the patient that day due to other circumstances, the patient should be offered the option to reappoint or be seen by another provider as appropriate.

C. Cancelled or Missed Appointments

1. Document the reason for the cancel if known, e.g. patient hospitalized, transportation, insurance change.
2. To view the patients missed appointments- **Scheduling > Appointment History**
3. Appointment Ticker shall be utilized to reschedule patients who have missed their appointments and need follow up.
4. Patients who cancel an appointment shall be offered a reappoint, unless the patient breaks or misses two (2) consecutive appointments or three (3) appointments within a twelve (12) month period, he/she may be informed that the physician of that office shall no longer be able to provide care.
5. Patients missing appointments due to transportation issues should be directed to our Social Work department.
6. All patients shall be reminded of their appointments in advance by automated reminder system or staff if required.

Other

1. Discharging a patient is ultimately the responsibility of the treating physician. If the patient is discharged an alert (!) note shall be added into EMR. The patient may still be seen by other providers within the institution.
2. Patients shall be provided with a No Show/Cancellation Policy that can be included in a new patient packet. It should also be given at the discretion of the practice.