


<b>Name of Policy:</b> <u>Follow-up for Cancelled or Missed Appointment</u> <b>Policy Number:</b> 3364-101-02-11 <b>Department:</b> Ambulatory Services <b>Approving Officer:</b> Chief Operating Officer  <b>Responsible Agent:</b> CAO, OP Clinic Operations  <b>Scope:</b> Ambulatory Services	 <b>Effective Date:</b> 6/1/2023 <b>Initial Effective Date:</b> 1/11/1978
<input type="checkbox"/> New policy proposal <input type="checkbox"/> Major revision of existing policy	
<input checked="" type="checkbox"/> Minor/technical revision of existing policy <input checked="" type="checkbox"/> Reaffirmation of existing policy	

**(A) Policy Statement**

Cancelled and no show appointments shall be recorded for documentation.

**(B) Purpose of Policy**

To assure all patients shall be included in a mechanism to provide continual quality care.

**(C) Procedure**

1. Cancellation/no show will be documented on the posted daily appointment list and/or in the electronic scheduler.
2. Scheduling staff shall document in the medical record the cancellation/no show appointment. The provider may review and determine the necessity to contact patient for follow up.
3. Provider may choose to order parameters for follow up by creating an order in the medical record.
4. If the patient breaks or misses two (2) consecutive appointments or three (3) appointments within a twelve month period, he/she may be informed that the physician of that office shall no longer be able to provide care. If a physician decides that he/she can no longer assume responsibility for a patient's care because of repeated missed appointments, the physician shall communicate appropriate notice in writing to the patient. A certified letter is the preferred method of notification. A copy of this notification shall be placed in the patient's medical record. Emergency care will be available to the patient for a reasonable period of time in which the patient can find another physician.

