

1099.05- Administration Policy and Procedure Manual Policy

No-show and Late Appointment Policy

Purpose:

Patients who arrive late for appointments, or do not keep their scheduled appointment, should be managed in a consistent manner. This policy is intended to standardize how patients are contacted following a “No Show” appointment..

TCCH will implement procedures for scheduled patients who fail to show for appointments. A “No Show” appointment is a patient who has not checked-in and/or who called less than twenty-four (24) hours in advance to cancel or reschedule their appointment.

TCCH understands that patients may arrive late for appointments for many reasons, however, this affects all other scheduled patients, other patients seeking care and the clinician’s schedule. To appropriately manage late arrivals TCCH shall follow the late arrival process.

Procedures:

Late Arrivals:

Medical/Behavioral Health:

Front reception staff will inform the medical or behavioral health provider if a patient is late more than 50% of the scheduled appointment time. The patient’s arrival time will be determined by the arrival entry logged in the appointment system. The medical and behavioral health providers know their patients the best and will make clinical decisions based on the time needed to adequately take care of the patient. Patients who are late (greater than 50% of the appointment time), will be offered the opportunity to wait to be seen that same day if an opening becomes available. Providers should expect to see the patient, but if time does not permit or patient wishes to reschedule, front reception staff will offer the next available appointment. Every effort to be seen by the provider should be made.

Dental:

Since dental services are procedure based, if a patient is more than 10 minutes late for their appointment the front reception staff will ask the dental provider if there is enough time for the patient to be seen. If time does not permit the completion of the procedure, the patient will be asked if they would like to wait for a possible appointment opening on that day or if they would like to reschedule.

“No Show” Appointments:

A message will sent to the patient via SMS to notify the patient of the no-show appointment with a link attached to view the TCCH No-Show Policy.

Front office receptionists will contact the patient once via telephone to attempt to reschedule the appointment. At telephone message will be left for the patient to call TCCH for more information.

After a patient has had two “No-Show” appointments within the past six months, they will not be able to make another scheduled appointment for six months in medical, dental and behavioral health. During this time period, patients will be able to access services as a same day appointment.