

Patient No Show Appointments

Policy

It is the policy of Trinity Family Care Centers to maintain efficiency in patient scheduling. In order to accommodate all patient requests for appointments, a process for "No Show" appointments has been developed.

Procedure

When a patient fails to keep an appointment and does not notify the office of cancellation or re-schedules the appointment, the following steps will be taken:

1. Using the "No Show" stamp, mark the patient's chart, next to the appointment date, red ink. Give to physician for his or her orders.
2. Physician will write in the chart next to the "No Show" stamp his or her orders for the Patient Service Representative to follow.
3. Patient Service Representative will then proceed with the physician's orders for the patient.
4. If a patient cannot be reached by phone for rescheduling or their appointment, a certified letter (See Attachment A) shall be sent, return receipt requested, with a copy placed in the patient's chart.
5. If a second appointment is made by the patient and he or she does not show for the appointment or does not notify the office of cancellation, the patient shall be sent a second letter (See Attachment B) which stated they will be charged a minimum office exam (99211). This will not be billed to insurance. The patient will be responsible to pay for the appointment time. The letter will also state that the patient needs to call the office to reschedule the appointment.
6. If the patient does not respond within two weeks from the date of the letter being sent (Attachment A or B), another certified letter (Attachment C) will then be sent, return receipt requested, with a copy to be placed in the patient's chart. This letter will inform the patient of dismissal from the care of the physician due to the following reason - "failure to follow a prescribed plan of care."
7. Documentation of these actions will be made and placed in the patient's medical record. Physician and staff will document and initial any contact they have with the patient.
8. The physician will be responsible for the patient for a period of thirty days after the letter (Attachment C) is sent.
9. If a new patient calls for an appointment and the appointment is not kept, the office is not responsible for the patient. If the same patient calls for another appointment and does not show for the appointment again, he or she will be charged for the time allotment.