

Policy and Procedure

Supersedes:			Policy Number:	
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Subject:	Missed or Cancelled Appointments			
Department(s)	Practice		Current Effective Date:	
			Last Review Date:	
			Original Effective Date:	
			Next Review Due Date:	

PURPOSE:

To consistently follow up on all missed appointments.

POLICY:

All missed appointments including cancellations and “no shows” will be documented in the patients’ medical record and in the scheduling system.

PROCEDURE:

Cancellations:

1. Staff at the registration or scheduling desk will identify all patients that missed or canceled an appointment.
2. If the patient does not reschedule an appointment, document patient’s reason/response in the scheduling system.

No-Shows:

1. Document in the patient’s medical record “no show” with the date and time of appointment. Use encounter form in scheduling system.
2. Call the patient to ascertain the reason for failing to keep the appointment and check the patients’ health status.
 - Document the patients response in the medical record and on the scheduling system
 - If another appointment is scheduled note the date and time of the new appointment in the record/scheduling system
 - Document all “no shows” in the patients’ medical record in the scheduling system.

RELATED POLICIES:

None

REFERENCES:

None

ATTACHMENTS:

None

