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DFCM No-Show Policy

Category:	Clinical Administration
Title:	No-Show Policy
Applicability:	JFMA and Geriatrics
Position / Title of Document Owner:	DFCM Medical Director
Person in this Position at Time of Creation:	John Whiteside, MD

1. Purpose:

To maximize the use of department resources and staff in the provision of care to the department's patients and community. To delineate the procedures for managing patients who "No-Show" to one or multiple appointments at any Jefferson Department of Family and Community (DFCM) Clinic site.

2. Scope:

This policy applies to all visits scheduled with all providers and nursing staff at the DFCM Clinics including JFMA, Sports Medicine and Geriatrics. This policy applies to all appointment types including behavioral health visits.

3. Policy:

- a. Managing access to healthcare services requires managing and balancing the resources available (staff, equipment and supplies) in order to serve the demands of our customers. All DFCM patients will be informed of their rights and their responsibilities during the initial registration process. Patients/guardians will receive a handout containing their rights and responsibilities, which includes arriving at their appointments early or cancelling such appointments per the appointment reminder process.
- b. Appointment Reminder Process: Patients will receive automated electronic reminders of DFCM appointments via their preferred mode of communication—e.g. telephonic, text, My Chart, etc.
- c. On the first and all subsequent no shows until care is terminated, the front desk staff will notify the patient/guardian informing them of the clinic policy. Patients who do not show to their first and second scheduled appointment(s) in a rolling calendar year will be notified electronically or mailed a warning letter(s) after their no show. The letter will reiterate the no-show policy for the clinic and inform the patient that it is their first or second No-Show. If the patient had 3 No-Show's in a rolling

12 month period, the patient's provider will be notified and a Final Warning letter will be sent to the patient.

- d. Upon missing a fourth appointment within a rolling 12-month period, the patient may be formally dismissed from the practice in compliance with risk management. Once a decision has been made by the medical director a letter will be mailed to the patient/guardian. This decision will be upheld whether or not the patient/guardian receives this notification letter in the mail. The letter will be filed in the patient's medical record.
- e. Patients who are dismissed or terminated for care can reapply for services in one year (12 months) after their termination letter was mailed. Jefferson DFCM reserves the right to grant or deny all requests for future care. Patients who are dismissed or terminated will receive up to thirty days of care from the day the dismissal letter was mailed to them. This is to address any immediate/acute concerns or to fill any medications the patient may need until he/she finds another provider. Jefferson DFCM Clinics are not responsible to find another provider for the patient. Acute and emergency patients may be referred to the closest emergency room.
- f. If patient shows up past the 15-minute grace period and is able to schedule another appointment that same day, the appointment will be considered a "No-Show" and the patient will be rescheduled as a NEW appointment.
- g. DFCM follows the TJUH Weather Emergency Policy. In the case where Jefferson declares a weather emergency, patient no-shows will not count toward the limits enforced by this policy.
- h. Extenuating circumstances will be taken into consideration for OB, pediatrics, paratransit, & other exceptions.

4. Education Plan

- a. Patients will be informed of the DFCM No-Show Policy through written materials received upon initiating care with the practice. Signage, practice site literature and all no-show correspondence with patients will reiterate the policy.
- b. DFCM staff will be informed of the policy through electronic access to this policy and through regular education regarding policies during clinic meetings.

5. Definitions:

- a. **No Show:** Any patient who fails to show up for their scheduled appointment or arrives greater than 15 minutes late.
- b. **"No show" letter:** A letter prepared by the DFCM Clinics informing the patient/guardian that he/she has failed to keep or provide timely cancellation of a scheduled appointment. The intent of this letter is to educate the patient/guardian that significant resources were committed for their visit by Jefferson DFCM and to inform the patient regarding possible actions if further no-shows occur.

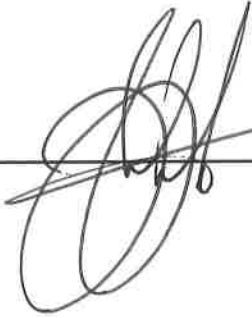
6. References

7. Other information of importance

8. Measurement and outcomes assessment

No-show rates for providers, clinical teams and DFCM clinics are monitored monthly. The effective application of this policy should result in a demonstrable improvement in no-show rates.

APPROVED BY:

 (SIGNATURE ON FILE)

Name
Title

No-show Procedure:

- a. Staff assisting patients with appointments will remind them that they should be at the designated clinic 15 minutes prior to their appointment time. This time allows for verification of registration and insurance information during the check in process, completion of any documentation or assessment tools (e.g., PHQ9) as well as vital signs and MA evaluation.
- b. Once a week, designated personnel will identify no-show visits from the previous week. For patients who had their first, second or third no-show within the previous 12 month period, a letter will be generated to inform patients regarding the policy. For patients who had their fourth no-show during the period, this will be escalated to management and the patient may be terminated. The patient will receive a notification via a final letter approved by Risk Management.
- c. All correspondence with patients will be recorded within the electronic medical record (EMR).