



**CLINICAL POLICY MANUAL
CONTINUUM OF CARE
NO-SHOW POLICY**

Effective Date: March 26, 2012

Reviewed:

PURPOSE:

Heartland Community Health Clinic is committed to providing timely care to current Heartland patients and to those waiting to enroll in the clinic. We are equally committed to maintain proper provider productivity levels, while providing quality primary care. Patients who are not equally committed to their care and fail appointments will be held accountable for their actions.

POLICY:

HCHC's approach to quality, safe and optimal patient healthcare outcomes is to establish a partnership between the patient and their provider. The provider encourages patient participation and respects the patient's right to be involved in medical decision making regarding the management of their care. Patients need to accept their share of the responsibility for the outcomes of their care in working in partner with their provider to achieve optimal healthcare outcomes.

For patients who need to cancel their appointment, HCHC requests that patients notify our office at least 24 hours before their scheduled appointment. This allows us to utilize that time to see other patients. Patients that "No Show" their appointment or arrive late take away valuable healthcare appointment times from others and may ultimately affect their healthcare management.

The Patient "No Show" Policy and Procedure will be provided to all new and present HCHC patients. Each patient will be required to sign a "No Show" Acknowledgement Statement. This Acknowledgement will be a part of the patient's medical record. Additional Copies of the "No Show" Policy shall be available to patients upon request.

"No Show" Policy notices shall be posted in the patient waiting room areas and throughout the clinics.

PROCEDURE:

1. When a patient fails to come in for a scheduled appointment without notifying the clinic they are considered a “No-Show”. Every time a patient “No-shows” for an appointment it is documented in the Nextgen scheduling software. A report will be run semi-annually to identify chronic no-showers.

2. A patient is identified as a chronic “No Show” patient if they have had three or more “No-shows” within a twelve month period. For those patients identified as a chronic “No Show” patient, a flasher will be put in the ALERT section of the Nextgen scheduling software stating that the patient chronically “No Shows”. This will alert all employees who schedule patient appointments of these chronic “No-Show” patients.

3. Chronic “No-Show” patients will no longer be given a scheduled appointment. Instead, chronic no-show patients will be informed that they may come in and wait until there is an opening in their provider or another provider’s schedule.

The front desk staff will keep a running list of the “No Show” walk-ins for the day. Patients will be informed that if they leave the building they will lose their place in line. If their name is called and they do not show, their name will be crossed off the list. The patient will be informed that if their name has not been called by 4 p.m., they will not be seen that day.

Follow-up appointments for chronic “No Show” patients will follow the same procedure.

4. Chronic “No Show” patients’ appointments will be on a walk-in only status for a period of twelve months. At the end of the twelve month period, the patient will again be able to make scheduled appointments.

5. Upon implementation of this policy, all present and new patients will be given a copy of Heartland’s “No Show” policy at registration that they will sign and date. It will be scanned into the patient’s electronic medical record and serve as documentation that the patient received information about the no-show policy.

6. The chronic “No Show” patients will still be obligated to follow HCHC’s Co-Payment Policy for these appointments.

Patient Acknowledgement:

I have read and understand Heartland’s Patient “No Show” Appointment Policy.

Print Patient Name	Date of Birth
_____	_____
Patient Signature	Date
_____	_____