

## POLICY

3032

### CANCELLATION, LATE ARRIVAL AND NO-SHOW POLICY

To ensure the access and availability of patient appointments, cancellations, late arrivals and no-shows the following policy will be followed:

1. When a patient calls to schedule an appointment, they will be reminded by the receptionist answering the call of why it is important to attend the appointment and/or call to cancel or reschedule as soon as possible.
2. The patient will be instructed to arrive 15 minutes early for established patients and a half-hour early for new patients to complete the necessary paperwork. The patient will be reminded to bring their insurance card, Medicaid information, photo identification card, co-payment, and/or nominal fee if applicable.
3. The patient will be asked upon arrival for their appointment for their updated personal and demographic information. This information will be requested at *each* appointment regardless of the last time the patient was seen.
4. Patients who arrive late for an appointment will follow the below late arrival policy or be seen at the discretion of the front desk supervisor. Care managers will be available to visit with patients who may need assistance rescheduling. Many factors will be considered when making this decision. Factors such as: patient's transportation, the patient's social and emotional needs, medical need of the patient, the pain level of the patient upon arrival for their appointment, the schedule of the provider and the status of their schedule.

#### **CANCELLATIONS-**

Patients should provide adequate notice of cancellation of their appointments. When patients cancel the same day of their scheduled appointment they will be considered a cancellation, and this will be documented by the receptionist in our electronic medical record under the visit status section as "Cancelled by patient – same day".

**LATE ARRIVAL-**A patient arriving more than 10 minutes late to either a 40-minute or 60-minute appointment, or 5 minutes late to a 15, 20, or 30 minute appointment in any department (or any scheduled appointment), may be asked to do one of the following:

1. Reschedule their appointment.
2. Wait for another possible opening in the schedule on a walk-in basis.

**NO-SHOW-**

A no-show is defined as a patient who failed to attend a scheduled appointment in any department without calling to cancel prior to appointment. Bullhook Community Health Center will determine a patient's ability to continue to schedule appointments on an individual patient basis as determined by the provider care teams utilizing a detailed Standard Operating Procedure. See SOP.

*\*Offending patients in need of medication refills will be at the discretion of the prescribing provider. This will be documented by the provider in the patient's record.*

  
 \_\_\_\_\_  
 CHIEF EXECUTIVE DIRECTOR

Date: 11/12/18

  
 \_\_\_\_\_  
 CHAIR, BOARD OF DIRECTORS

Date: 11-2-18

Date first adopted	06/28/2012
Date Revised	06/20/2012, 11/30/2016, 09/05/2018, 11/9/18
New date adopted/Board of Directors approval	09/10/2018, 11/12/18