



*Ambulatory Clinic Policy and Procedure*

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| Title: <b>MISSED APPOINTMENTS: NO-SHOWS AND LATE CANCELLATIONS</b>      | Policy Number: <b>EP 1.25</b>  |
| Regulation Reference: CMS 30.3.13 TRICR-West, Texas Medicaid Manual 6.1 | Effective Date: <b>03/2021</b> |

**Policy Statement:**


It is the policy of the Texas Tech Physicians of El Paso (TTP-EP) to follow up on patients with missed appointments and to expect mutual compliance with scheduled appointments.

**Scope and Distribution:**

This policy applies and will be distributed to all TTP-EP ambulatory clinics. This Policy will be reviewed every three years by the Office of Clinical Affairs or designee.

**Procedure:**

1. Cancellations: Patient's request or cancel of the appointment should be made at least 24 hours prior to the appointment.
2. A patient presenting more than 10 minutes after his/her scheduled appointment may be seen or considered a no-show at the discretion of the provider.
3. No-show: When a patient fails to present for a scheduled appointment, the clinic will document the "no-show" in the practice management/patient registration system by the end of the clinic day.
4. Associated fees: A fee may be charged to the patient for each episode of no-show or late cancellation dependent on payer guidelines. The clinic is responsible for informing patients of this policy upon scheduling their appointments.
5. Termination: If a patient misses (no-show) 3 or more appointments in a rolling 12-month period in a given clinic, the attending physician may initiate the termination process from that clinic, based on the circumstances and the patient's compliance with other aspects of their own healthcare.
6. Notification: The clinic is responsible for contacting no-show patients via phone call or letter to inform them of this policy and encouraging them to reschedule. A copy of all letters sent to the patient or documentation of phone calls made to the patient will be kept in the EMR.

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| Policy Number: <b>EP 1.25</b>   | Original Approval Date: <b>10/2017</b> |
|   | Revision Date: <b>03/2021</b>          |
| Signatory approval on file by: Juan Figueroa, M.D.<br>Director of Clinical Operations<br>Clinic Operations Committee, Chair<br>Texas Tech Physicians of El Paso |  |
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