

Ambulatory Clinic Policy and Procedure

Title: MISSED APPOINTMENTS: NO-SHOWS AND LATE CANCELLATIONS	Policy Number: EP 1.25
Regulation Reference:	Effective Date: 10/2017

Policy Statement:

It is the policy of the Texas Tech University Health Sciences Center El Paso (TTUHSC El Paso) 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 TTUHSC El Paso ambulatory clinics.

Procedure:

1. **No-show:** When a patient fails to present for a scheduled appointment, the clinic should document the “no-show” in the practice management/patient registration system and/or the electronic medical record (EMR) by the end of the clinic day. A patient presenting more than 15 minutes after his/her scheduled appointment may be seen or considered a no-show at the discretion of the provider.
2. **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. To ensure security and confidentiality of patient information, postcards are not deemed appropriate for patient communication. A copy of all letters sent to the patient or documentation of phone calls made to the patient will be kept in the EMR.
3. **Termination:** If a patient misses (no-show) two 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 health care.
4. **Late cancellations:** Patient requests to cancel or reschedule an appointment less than 48 hours prior to the scheduled appointment are considered late cancellations.
5. **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.

Policy Number: EP 1.25	Original Approval Date: 10/2017
Version Number: 1	Revision Date:
Signatory approval on file by: Juan Figueroa, M.D. Director of Clinical Operations Clinic Operations Committee, Chair Paul L. Foster School of Medicine	