Ambulatory Clinic Policy and Procedure

Title: MISSED APPOINTMENTS: NO-SHOWS AND LATE CANCELLATIONS

| Regulation | Medicaid Manual, March 2021, 6.1 |
| Reference  | Policy EP 6.3 Termination of the Physician/Patient Relationship |

| Policy Number: EP 1.25 | Effective Date: 04/2021 |

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 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 10 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) three or more appointments in a rolling 12-month period in a given clinic, the attending physician may initiate the termination (reference policy EP 6.3) 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. A patient covered under Medicaid and Managed Medicaid, Medicare and Managed Medicare, or Tricare, will not be charged the associated fee. The clinic is responsible for informing patients of this policy upon scheduling their appointments.

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