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| Northeastern Vermont Regional Hospital 1315 Hospital Drive St Johnsbury, VT 05819 | Subject: Patient No-Show Policy |
| Department: Medical Practices | Page 1 of 2 |
| Approved By: Practice Managers – VP Physician Practices | |

Purpose: To define the expectations of patients in regards to attending scheduled appointments and the follow up for patients failing to show for their appointments or call.

Policy Statement: Patients will attend their scheduled appointments and will be reminded of their appointment one business day prior to the visit. The practice should be notified of the need to cancel appointments at least 24 hours prior to scheduled visit.

The NVRH medical practice reserves the right to dismiss patients after three missed appointments in a 12-month period.

Controlled substances will not be refilled if medication runs out due to missed appointments as outlined in controlled substance agreement.

Failure to attend visit without prior notification will be managed based on the following procedure:

Procedure:

New Patient No-Show:

- 2 missed New Patient visits will result in dismissal from the practice
- New patients will be notified of missed appointments via phone and letter

Established Patients:

1st No-show:

- Letter sent with policy enclosure and phone call to patient to reschedule visit

2nd No-Show:

- Letter and phone call
- Reception staff will refer patient to the Clinical Care Coordinator
- Clinical Care Coordinator will make 2 attempts to reach patient by phone to discuss missed appointments and barriers to visit compliance.
- All attempts to reach patient and discussions will be documented in the EMR.
- New appointment time will be scheduled with patient

3rd No-Show:

- Reception will send task to patient's PCP and Practice Manager for documentation review. If criteria is met for dismissal from the practice:
 - Dismissal letter will be sent to patient via certified mail.
 - Release of information will be included with letter with signature request for records transfer.
 - Delivery receipt will be scanned to patient's chart
 - If unable to deliver certified letter-copy will be sent in regular envelope addressed to the patient.

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PCP will be available for urgent treatment for no more than 30 days from dismissal.

References:

Medical Mutual Insurance Company of Maine: Appointment Management

<https://www.medicalmutual.com/risk/practice-tips/tip/appointments-referral-not-completed-missed-no-show-amp-canceled-appointments/36>