

No Show Policy

Purpose:

To assure that patients have access to care when needed by maximizing the utilization of available appointments.

To provide a mechanism for appropriately managing the patient that fails to utilize assigned appointment times without sufficient notice.

Policy:

If a patient is unable to keep their appointment, they are required to cancel their appointment with appropriate prior notice. Patients are notified of our No Show policy when scheduling appointments.

Failure of a patient to cancel their appointment without notice is considered a “No Show” for purposes of this policy. Reminder calls are made the day before for most appointments. These appointments require a 24 hour notice to cancel or reschedule the appointment.

After the 3rd consecutive No Show appointment on different days for the family or 5 within a year for the family, we will dismiss the patient and their family from the care of Kidz Biz Pediatrics.

The first “No Show” occurrence will require a letter to be sent to the patient reinforcing the No Show policy. The letter will also reiterate the expectation that patients will notify the practice in advance when appointments cannot be kept.

After the 3rd consecutive or 5th in a year “No Show”, a letter of dismissal will be sent via certified mail to the patient. The practice will also send a second copy of letter via regular mail. The practice must provide continued care up to 30 days to permit the patient and their family to make alternative healthcare arrangements. A copy of the letter should be filed in the patient information.

September 2014

For office personnel:

Appointments that we call the day before should be made in the morning to give patients time to call and cancel if need be. A notation of tt (talk to), lm (left message), na (no answer) or w# (wrong #) should be made in the appointment notes field. If time allows, every appointment on the schedule should be called, if you are unable to call every appointment, Well Check and Evaluation appointments must be called. If an appointment that has been given a courtesy call cancels the same day of the appointment, use the "Cancel Same Day" reason and write CX (cancel) on the superbill.

Appointments that have been missed and no cancellation call has been made by the patient/parent are considered No Show/DNKA and "No Show" reason should be used when removing appointment from the schedule and DNKA should be wrote on the superbill so a note can be made for tracking purposes.

Appointments that are cancelled the day before the date of the appointment are the "Cancel/Patient" reason and the superbills can be shredded.

We have many appointments made same day. When these appointments are made and then called later and cancelled please use the "Cancel/Same Day" reason when removing the appointment from the schedule and write CX (cancel) on the superbill so the billing department will know NOT to consider it a DNKA.