

Policy for Patient Late Arrivals

May 30th, 2014

Healthy Starts Pediatrics patients who arrive late for their appointments will be processed in a manner that supports optimal care for all patients as well as preserves the educational mission of the Practice.

Procedure:

- A. Patients who arrive up to 15 minutes after their scheduled appointments **will be seen.**
- B. For patients who arrive more than 15 minutes after their scheduled appointments, the Check-In staff will follow the process below:
 - 1. **Ill Appointments**
 - a. **ALL** ill appointments will be seen. Check-in staff will tell the patient that they will check with the Physician and let them know when they can be seen, or they may be offered the next available appointment time. Check-in staff will then let the MA running the physician know that the patient has arrived.
 - b. Check-in staff will notify the patient that they will be worked into the schedule as soon as time permits, and document late arrivals in the Late Arrival Log kept at the Check-In area.
 - 2. **Well Visits and Consults**
 - a. Check-in Staff will tell the patient that they will let the physician know of their arrival and let them know if they are able to be seen.
 - b. The physician will assess the cause for the patient's late arrival in relation to the urgency for the patient's visit and decide whether time will allow for the full evaluation.
 - c. If the patient is not seen, the MA will notify the Check-in staff member who will advise the patient and the patient will then be rescheduled as appropriate.
 - d. If the patient is to be seen, the MA will notify the Check-in staff member who will advise the patient that they will be worked into the schedule as time permits.
 - e. For late arrivals that are seen within a short period of time, it will not be documented as a 'No-show' but a late arrival. However, if the patient is late enough that they must be rescheduled for later in the day, or another day, it will be documented as a 'No-Show'.
 - f. If a double Well Check arrives too late for the physician to do both childrens' well checks, but the physician does see one child, neither child will be documented as a 'No Show' but will be documented as late and the child that

was not seen will be rescheduled. Some physicians may opt to still see both children so the MA will always double check with the physician.

***Patients arriving late for well check exams who are due for vaccinations will be given more urgency than those who do not require vaccinations when considering whether or not they will be seen.**