

Subject/Title: No Show Policy	Effective Date: 02/04/2021 Last Revised: 02/04/2021
Department/Scope: Faculty Practice Plan	Owner: Sherry Banez-Muth

Policy Statement:

- A. It is the goal of Washington University Physicians to provide excellent care to each patient in a timely manner. Management of missed appointments promotes effective and efficient delivery of care, greater patient access, and reduces lost revenue and waste of resources.
- B. Schedulers will inform patients at time of scheduling of the importance of: arriving on time; keeping their appointments; and when necessary, calling to cancel at least 24 hours before appointment, or requesting through MyChart to cancel appointment at least 24 hours before appointment. Departments may also choose to provide a copy of the patient-facing appointment policy (**Attachment A**) in new patient information materials or when the patient arrives at the office. A copy of the patient-facing policy should be provided if a patient requests.
- C. In keeping with our mission, every effort will be made to see patients who arrive late (more than 15 minutes after appointment time) without affecting the care of other patients. Patients will be offered the choice to reschedule if they are unable to wait, or if we are unable to work them into the schedule that day.
- D. Cancellation and non-arrival of appointments will be monitored by department staff and follow-up steps initiated as outlined.
- E. Non-arrivals due to severe weather or hospital admission will be excused.
- F. Those who are having connectivity issues for their telehealth visits will be excused.
- G. New patients may be dismissed after two no-shows in one rolling year.
- H. Established patients may be dismissed after three no-show visits in one year, three cancellations in a row, or for subsequent no-shows after they have received communication about excessive no shows.
- I. A provider or a department may allow more missed appointments.
- J. **Any dismissal requires approval from the provider and the Faculty Practice Plan (FPP) Clinical Operations (Clin Ops) (see Attachment B).**
- K. A verbal, written, or My Chart message should be documented after one missed appointment requesting the patient reschedule and keep their next appointment. New patients also will be reminded if they miss a second appointment, no further appointments will be made. See **Attachment C** for sample **New Patient No Show Letters**.
- L. After a second missed appointment for an **established patient**, a warning letter will be sent by mail or MyChart explaining if a third appointment is missed, we may end our patient- provider

relationship. If the MyChart message is not read, the warning letter should be sent by mail. **(See Attachment D).**

M. If **two new-patient** or **three established-patient** missed appointments occur, a dismissal letter will be sent to the patient if approved by the provider and the FPP Clin Ops staff.

N. All dismissal letters should be sent by regular and certified mail **(see Attachment B).**

Appointment Status Definitions:

- **Arrived:** patient has arrived or logged on to telehealth visit registered and is waiting for scheduled appointment.
- **Canceled:** patient calls or requests through MyChart to cancel or reschedule their scheduled appointment
- **No-Show:** patient has not arrived, logged onto their telehealth visit, or notified the office to cancel a scheduled appointment; patients calling less than 24 hours to cancel their appointment unless certain circumstances (determined by the department) arise, in which case, could be deemed a canceled visit.
- **Late Arrival:** A patient who arrives more than 15 minutes after appointment time; does not pertain to those who have acknowledged connectivity issues
- **New Patient:** patient with no treatment relationship with the provider or has not been seen with provider in three years
- **Established Patient:** patient has completed a consultation appointment and is returning for follow-up care

Procedure:

Steps:	Additional Information
<p>Notifying patients of policy:</p> <p>A. New patients are notified of appointment policy verbally or through a MyChart message at time of scheduling. Departments may also wish to notify in writing as part of new patient information and/or when patient arrives for appointment.</p> <p>B. Established patients are reminded at time of scheduling or through MyChart message.</p>	<ul style="list-style-type: none"> • Suggested scripting for scheduler: “Thank you Mr./Ms. _____ for scheduling your appointment with us on [date/time]. We ask that you make every effort to arrive for your visit or cancel within 24 hours if necessary. To ensure access for all our patients, we will be unable to reschedule if you miss two new appointments.” • A copy of the appointment policy (Attachment A) should be made available to a patient upon request

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Steps:	Additional Information
<p>Warning Letters:</p> <p>A. New patients: After one new appointment is missed, a letter or MyChart message should be sent to the patient requesting they reschedule and arrive or no further appointments. PCP or referring provider should be cc'd.</p> <p>B. Established patients: After one missed patient appointment, a request to reschedule letter should be sent via MyChart or mail. If a second established patient appointment is missed a warning letter should be sent by MyChart message or Mail.</p>	<ul style="list-style-type: none"> • See Attachment C for sample warning letters for New Patients and Referring Providers. • See Attachment D for Established Patient Warning Letter Samples. • Written warning letter is scanned by department staff in patient chart under Correspondence > Warning Letter or sent via MyChart.
<p>Efforts should be made to assess any patient barriers to care and offer assistance if needed.</p>	<p>A referral to FPP Clin Ops Social Services can be made in EPIC to assist with appointment arrivals.</p>
<p>Dismissal Letters:</p> <p>A. New patients: If a second patient appointment is missed and the provider agrees, a dismissal letter draft should be sent to the FPP Clin Ops Office for review and approval before sending to the patient.</p> <p>B. Established patients: If a third established patient appointment is missed and the provider agrees, a dismissal letter draft should be sent to the FPP Clin Ops Office for review and approval before sending to the patient.</p>	<ul style="list-style-type: none"> • See Policy for Dismissing a Patient (Attachment B) • Dismissal letters should be sent by regular and certified mail. Do not send a dismissal by MyChart. • FPP Clin Ops will scan letter into patient chart and enter appointment block.

References:

Washington University Physicians Professional Service Commitments

Attachments:

Attachment A: [Patient-Facing Appointment Policy Document](#)

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Attachment B: [Dismissing an Adult Patient Policy /Dismissing a Pediatric or Dependent Patient Policy](#)

Attachment C: [Sample New Patient No Show Letter](#)

Attachment D: [Sample Established Patient No Show Letter](#)