

SAMPLE POLICY:

Following up on “no shows” can be critical to the well-being of some patients. That’s why patients who miss a scheduled appointment with a physician or other provider (e.g., physician assistant or nurse practitioner) and are designated as “no shows” will be contacted by the practice as follows:

When a patient is determined to be a “no-show,” the staff will:

1. Notify the physician/designated staffer that a patient is a no-show and will be given the patient’s chart.
 - If urgent action is required, the physician/designated staffer will flag and return the chart without delay for staff to call *immediately*.
 - If the physician/designated staffer determines follow up is not urgent, call the patient *within 24 hours* of the missed appointment.
2. If the patient is reached on the first attempt, ask the patient to reschedule.
 - If patient doesn’t want to reschedule, ask *why* and document the reason as well as the call. Return the chart to the physician/designated staffer.
 - If the patient reschedules, document the call and date of rescheduled appointment and return the chart to the records.
3. If the call is answered by the patient’s answering machine, leave a message advising the patient of the missed appointment and instruct the patient to reschedule the appointment as soon as possible. (Patients must consent to having messages left on their answering machines.)
 - Flag the patient’s chart for follow up in one week to check if appointment was rescheduled.
 - If appointment was not rescheduled, return to step #1.
4. If there is no answer, no answering machine, or the patient has *not* consented to answering machine messages, document the call attempt in the patient’s record and call again within two business days.
 - Repeat and document as necessary.
 - After three failed attempts, alert the physician/designated staffer that attempts to contact the no-show patient were unsuccessful.
5. If the physician/designated staffer determines the patient must be seen, send the patient a letter via registered mail, return receipt requested advising the patient of the need to reschedule the appointment. The letter should include the physician’s signature. Keep a copy of the letter and the signed return receipt in the patient’s file.

At Professional Solutions Insurance Company, we are confident you will find this an invaluable tool for your practice. If you would like to discuss a particular situation, please contact our risk management division at 1-888-336-2642 or riskmanagement@profsolutions.com. Please note: This resource is offered solely for general information purposes. It does not constitute legal advice or opinion.