**TITLE:** Patient ‘No Show’ Policy  
**DEPARTMENT:** Front Desk/Billing  
**EFFECTIVE DATE:** 3-27-17

**SCOPE:** Coplin Health Systems

**PURPOSE:** The purpose of this policy is to reduce the number of ‘No Show’ patient appointments thereby optimizing provider scheduling and availability. Included within, are instructions for determining a ‘No Show’ visit with the processes and consequences that apply for the ‘No Show’ status. This policy does not apply to children 17 and under, patients with intellectual and developmental disabilities (IDD), patients with traumatic brain injuries (TBI), and/or behavioral health appointments.

**POLICY:**

**Operational Definitions:**
1. A patient will be considered a ‘No Show’ when:
   a. The patient does not contact the office to cancel a scheduled appointment within 2 hours of the scheduled appointment OR
   b. The patient does not show for their scheduled medical appointment without notifying Coplin Health Systems.

**Steps to Address ‘No Show’ Appointments:**

**New Patients:**
1. **First ‘No Show’ Appointment** - Front office staff will alert the Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. Care Management will contact the patient by phone to determine the patient’s no show status. If the CM determines that the patient was a ‘No Show,’ it will be recorded in the EHR as a ‘No Show.’ The CM will also attempt to rectify issues that may have led to the patient no showing. The CM will then reschedule the patient or put a note in the system that the patient desires not to be rescheduled. If the patient desires not to be rescheduled then the care manager will deactivate the patient.

2. **Second ‘No Show’ Appointment** - The ‘no show’ patient will be dismissed. We will then send a dismissal letter alerting the patient that s/he will no longer be able to schedule an appointment with Coplin Health Systems.

**Established Patients:**

1. **First ‘No Show’ Appointment** - Front office staff will alert Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. Care Management will contact the patient by phone to determine the patient’s no show status. If the CM determines that the patient was a ‘No Show,’ it will be recorded in the EHR as a ‘No Show.’ The CM will also attempt to rectify issues that may have led to the patient no showing. Care Management will then reschedule the patient or put a note in the system that the patient desires not to be rescheduled. If the patient desires not to be rescheduled then the care manager will close them out.

2. **Second ‘No Show’ Appointment** - The front office staff will alert the Care Manager and the provider that the appointment was a ‘No Show’ through a task. The Care Manager will record the ‘No Show’ in the EHR and then send a letter to the patient with instructions to contact the office to reschedule the appointment.
3. **Third ‘No Show’ Appointment** - The front office staff will alert the Care Manager and the provider that the appointment was a ‘No Show’ through a task. If a patient has 3 ‘No Show’ appointments within 1 calendar year it will result in the patient being dismissed permanently from Coplin Health Systems. The permanent dismissal process will include:

   - A certified dismissal letter signed by the CMO and CEO will be sent to the dismissed patient. The dismissal letter will notify the patient of their dismissal, notified that a final 30 day prescription of currently prescribed medications will be issued by the provider, and will be provided alternative health care options for the patient to consider.
   - When the dismissal letter is sent the primary care provider will be notified of the dismissal, and the provider will issue prescriptions for a 30 day supply of currently prescribed medications.
   - This ‘No Show’ policy does not take precedence over any existing Emergency Services policy.

**Expectations for Providers Who have a ‘No Show’ Patient.**

1. An opening in the schedule due to a ‘No Show’ appointment will be filled with an Acute patient when available to assist with Acute patient overflow. Otherwise, the provider will use this downtime to work on documentation.

**What Happens with a Patient who had less than 3 ‘No Shows’ in a Calendar Year?**

1. At the beginning of each New Year (January 1st) a patient’s ‘No Shows’ will be reset to zero for those patients that had two or less ‘No Shows.

**Can a Patient Appeal Their No Show Status?**

1. The patient, the patient’s guardian or legal representative has the right to file an appeal to the ‘No Show’ status on the respective account. The patient/representative will meet with the Office Manager, and the Office Manager will transcribe the appeal. Management will then follow the ‘No Show’ appeal procedure to determine the final outcome of the appeal (No Show Appeal Procedure is below).

**Can a Dismissed Patient Receive Acute Care Services?**

1. Any patient dismissed due to the “No Show Policy” and is in need of acute care services are to be seen and services will be provided to address any acute issue. Thus, a dismissed patient due to the ‘No Show’ policy does not prevent said patient from seeking Acute Care services. However, with exception to presenting with an imminent life threatening condition, patients that are dismissed due to other clinical reasons will not be seen for acute care services.

**Why are Behavioral Health Appointments Excluded from the No Show Policy?**

1. Behavioral health appointments are excluded due to the integrated model being utilized. Within the integrated model, Coplin Health Systems medical patients qualify for behavioral health services. Therefore, the no show status is tied to the medical appointment only. If the patient is dismissed due to medical no shows, they will automatically be dismissed from behavioral health services as well.
**Procedures and Protocols:**

**Patient “No-Show” Policy**

**PROCEDURES:**

**Procedure for Addressing ‘No Show’ Appointments for New Patients:**

1. Following the first missed appointment for a new patient, the front office staff will alert Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. Care Management will contact the patient by phone to determine the patient’s no show status. If the CM determines that the patient was a ‘No Show,’ it will be recorded in the EHR as a ‘No Show.’ CM will then track ‘No Show’ appointments by placing a ‘No Show’ alert on the patient’s electronic account with a comment “patient ‘No Show’ for appointment” entered on the patient’s electronic account under display notes as appropriate. (Please see attached No Show Protocol for CM to properly record ‘No Shows’ in the current EHR system.) The CM will also attempt to rectify issues that may have led to the patient no showing. Care Management will then reschedule the patient or put a note in the system that the patient desires not to be rescheduled. If the patient desires not to be rescheduled then the care manager will close them out.

2. Following the second missed appointment for a new patient, the front office staff will alert Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. The CM will then verify the No Show and record it appropriately in the EHR. The patient will then be permanently dismissed from Coplin Health Systems and will not be able to schedule appointments with providers. CM will then send a certified dismissal letter signed by the CMO and CEO to the dismissed patient. The dismissal letter will include alternative health care options.

**Procedure for Addressing Established ‘No Show’ Appointments:**

1. Following the first missed appointment, the front office staff will alert Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. Care Management will contact the patient by phone to determine the patient’s no show status. If the CM determines that the patient was a ‘No Show,’ it will be recorded in the EHR as a ‘No Show.’ CM will then track ‘No Show’ appointments by placing a ‘No Show’ alert on the patient’s electronic account with a comment “patient ‘No Show’ for appointment” entered on the patient’s electronic account under display notes as appropriate. (Please see attached No Show Protocol for CM to properly record ‘No Shows’ in the current EHR system.) The CM will also attempt to rectify issues that may have led to the patient no showing. The CM staff, will track ‘No Show’ appointments by placing a ‘No Show’ alert on the patient’s electronic account with a comment “patient ‘No Show’ for appointment” entered on the patient’s electronic account under display notes as appropriate. (Please see attached No Show Protocol for front desk to properly record ‘No Shows’ in the current EHR system.) CM will then reschedule the patient or put a note in the system that the patient desires not to be rescheduled. If the patient desires not to be rescheduled then CM will close them out.

2. Following the second “No Showed” appointment, the front office staff will alert Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. CM will then verify the No Show and will track the second ‘No Show’ appointment by placing a ‘No Show 2’ alert in the patient’s EHR with a comment “patient No Show 2 for appointment” entered under display notes as appropriate. (Please see attached No Show Protocol to be used by CM to input and record ‘No Shows’ in the current EHR system.) CM will then send a reminder letter (approved letter template is attached to this policy will available in EHR) to the patient which will include a copy of the ‘No Show’ policy and instructions for the patient to call and reschedule his/her appointment. A copy of the letter will be placed in the “Documents” section of the patient’s EHR by CM at the time of preparation and mailing of the notice.
3. Following a third ‘no showed’ appointment within a calendar year, the front office staff will alert Care Management (CM) and the provider that the appointment was a ‘No Show’ through a task. The CM will then verify the No Show and record it appropriately in the EHR. The patient will then be permanently dismissed from Coplin Health Systems and will not be able to schedule appointments with providers. CM will then send a certified dismissal letter signed by the CMO and CEO to the dismissed patient. The dismissal letter will include alternative health care options. When a patient is permanently dismissed, the primary care provider will be notified, and the provider will issue prescriptions for a 30 day supply of currently prescribed medications.

4. If a verbal or written appeal is received, Management, in cooperation with the patient’s assigned provider, will review and reserves the right to waive the dismissal upon verifiable and justifiable circumstances or conditions that have reasonably prevented the patient from conforming to the ‘No Show’ policy. (Please see the No Show Appeal procedure.)

Procedure for How to Properly Record a No-Show in Intergy:

IF A PATIENT NO SHOWS:
1. Go to the Check-In Screen
2. Right Click on the Patient
3. Mark “No Show”
4. Go to Patient Information Screen
5. Go to scheduling
6. Include History
7. Look at last calendar year of appointments and look for no shows
8. DO NOT Cancel the patient off of the appointment screen
9. Go back to personal screen
10. Go to notes
11. If no DIS note, make new note
12. If there is already a DIS note, edit it.
13. The following note will be placed AFTER any Bad Debt DIS note
14. Put note stating ‘1st No Show and date’ or ‘2nd No Show and date’ or ‘3rd No Show - discharged and date.’
15. On the 2nd ‘No Show’ appointment, go into EHR and print ‘No Show 2’ letter.
16. Upon the 3rd ‘No Show’ within the calendar year, the patient will be permanently dismissed. The front staff will print ‘3rd No Show’ letter, hand it to the Office Manager, and the Office Manager will have the CMO and CEO sign the letter. Once signed, the dismissal letter will be certified.

Procedure for How a Patient or Patient Representative can Appeal ‘No Shows’:
1. The patient, &/or the patient’s guardian or legal representative, has the right to file an appeal to the ‘No Show’ status on the respective account.
2. When the patient/representative contacts the office at which the ‘No Show’ occurred, the Office Manager will field the call. The Office Manager will inform the patient of the appeal process. If the patient/representative would like to appeal a ‘No Show’ the Office Manager will request that the patient/representative put the reason for appeal in writing. If the patient/representative is unable to write out the appeal, the Office Manager will transcribe the appeal and submit it to the CMO for review.
3. The CMO has the right to determine the outcome of the appeal independently, if s/he so chooses.

4. However, the CMO can also choose to hold a Clinical Appeal Committee meeting in which the patient/representative’s appeal will be reviewed and a final decision on the appeal will be reached. The CMO will determine the members of the Clinical Appeal Committee.

5. Once the CMO, or Clinical Appeal Committee, makes a decision, it will be final.

6. A letter will then be drafted indicating the decision reached and the consequences as a result of that decision.

7. If the decision is to uphold the ‘No Show’ then the ‘No Show’ procedure will be followed.

8. If the decision is to reverse the ‘No Show’ then the decision will be passed down to the Office Manager and the Office Manager will make sure the ‘No Show’ is removed from the patient record.


CROSS REFERENCES: Coplin Health Systems Patient Health Insurance Portability and Accountability Act (HIPAA) form includes the ‘No Show’ policy with the signature of the patient as acknowledgment and notification of policy.
No Show Policy

The purpose of this policy is to reduce the number of ‘No Show’ patient appointments thereby optimizing provider scheduling and availability. This policy does not apply to children 17 and under, patients with intellectual and developmental disabilities (IDD), patients with traumatic brain injuries (TBI), and/or behavioral health appointments (BH).

A patient will be considered a ‘No Show’ when the patient doesn’t contact the office to cancel a scheduled appointment within 2 hours of the scheduled appointment or the patient doesn’t show for their scheduled medical appointment without notifying Coplin Health Systems.

**First ‘No Show’ Appointment:** A Care Manager will attempt to contact patient by phone to determine the patient’s no show status within 48 hours of ‘No Show’ appointment. If patient can’t be reached a letter will be sent. The Care Manager will attempt to rectify issues that may have led to the patient no showing. The appointment will be rescheduled if the patient desires the Care Manager to do so. If not, the Care Manager will follow CHS procedure on dismissing a ‘No Show’ patient that chose to not reschedule missed appointment.

**Second ‘No Show’ Appointment:** The Care Manager will send a 2nd ‘No Show’ letter to patient instructing them to contact the office to reschedule the missed appointment.

**Third ‘No Show’ Appointment:** If the patient has 3 ‘No Show’ appointments within 1 calendar year it will result in the patient being dismissed permanently from Coplin Health Systems.

The patient, the patient’s guardian or legal representative has the right to file an appeal to the ‘No Show’ status on the respective account. Patients who have been dismissed for ‘No Show’ still may be seen for Acute Care, Emergency or Behavioral Health Services.

I ____________________________ understand that failing to notify CHS of my inability to keep an appointment 3 times in a single calendar year will result in my dismissal from receiving services at any Coplin Health Systems locations. If I believe there is a just cause/reason for my most recent missed appointment, I understand that I can appeal the ‘No Show’ status by writing an appeal to the Office Manager at my healthcare site. Within 7 working days, I will then be informed of the decision of the ‘No Show’ Appeals Committee.

Patient’s Name Printed ________________ Patient’s Signature __________________ Date ________________

Revised: 7/12/2017