



Clinics No-Show Policy

Scope:

Policy applies to Patient's seeing providers in SVH Clinics.

Purpose:

To discourage patients from missing scheduled appointments.

Statement:

Same day cancellations and missed appointments without notice are considered a No-Show visit. Missed appointments impact patient care, appointment availability, and financial performance.

Summary:

1. Snoqualmie Valley Hospital Clinics request patients to cancel appointments with 24 hours prior notice, unless explained emergent or circumstances beyond their control arise.
2. When a patient misses an appointment without giving proper notice or calls to cancel a same day appointment it is considered a No-Show visit. Patients who accumulate three (3) No-Show visits within a year will be at risk of being terminated from care.
3. If a patient calls to cancel the day of a scheduled appointment, the registration staff will advise the patient of the No-Show policy, offer to reschedule the appointment and send letter #1. If the patient does not call us and misses an appointment, the registration staff will call the patient to advise them of the No-Show policy, offer to reschedule the appointment and send letter #1 (see procedure below).
4. The second (2) time a patient calls the same day to cancel a scheduled appointment, the registration staff will advise the patient of the No-Show policy, offer to reschedule the appointment and send letter #2. If the patient does not call us and misses a second (2) appointment the registration staff will call the patient to advise of the missed appointment, offer to reschedule and send letter #2 (see procedure below).
5. The third (3) time a patient calls the same day to cancel a scheduled appointment or misses a scheduled appointment, the registration staff will send the No-Show warning letter (see procedure below). The letter will inform the patient they are at risk of being terminated from care.
6. If the patient calls the same day to cancel a scheduled appointment or misses a scheduled appointment after the warning letter has been sent, the registration staff will prepare a termination from care letter (see procedure below). The patient will be provided with care for up to the next 30 days, while they find a new provider. Medical records may be



transferred upon request as needed. The letter will be sent to the Clinic Manager and Provider, upon approval to send the letter Registration staff will send the letter via certified mail to the patient. Registration will make the patient terminated from care in EPIC.

Procedure:

No-Show Letters are tracked in the patient chart via EPIC

1. No-Show #1

A. When a patient calls to cancel a same day appointment for the first time the registration or scheduling staff will:

- Thank the patient for calling
- Explain the No-Show policy
- Send first No-Show Letter

B. If a patient misses an appointment without giving notice for the first time, the registration staff will:

- Call the patient re: missed appointment
- Send first No-Show Letter

2. No-Show #2

A. When a patient calls a second (2) time to cancel a same day appointment the registration or scheduling staff will:

- Thank the patient for calling
- Explain the No-Show policy and advise if another appointment is missed or canceled the same day, the patient will be at risk of being terminated from care.
- Send the No-Show Warning Letter

B. If a patient misses a second (2) appointment without notice the registration staff will

- Call the patient re: missed appointment
- Send the No-Show Warning Letter

3. No-Show #3

A. When a patient calls a third (3) time to cancel a same day appointment the registration or scheduling staff will:

- Advise the patient(s) of the No-Show Policy.
- Draft the No-Show warning letter
- Send the letter to the Clinic Operations Manager for approval
- Clinic Operations Manager sends notice to provider to seek their feedback for termination
- Send to the patient via certified mail if approved by Clinic Operations Manager and provider
- Terminate from care via EPIC

b. If a patient misses a third (3) appointment without notice the registration staff will:

- Call the patient
- Advise the patient(s) of the No-Show Policy, advise patient(s) of previous No-Show's, and when letters sent
- Draft the No-Show warning letter
- Send the letter to the Clinic Operations Manager for approval
- Clinic Operations Manager sends notice to provider to seek their feedback for termination
- Send to the patient via certified mail if approved by Clinic Operations Manager and provider
- Terminate from care via EPIC

4. Reinstatement

- Patients can petition the Clinic Manager for reinstatement during the 30 days before dismissal of care, in writing, for review. If approved, the patient will receive notice via MyChart or mail.