

**MEDNORTH HEALTH CENTER  
POLICY MANUAL**

<b>DEPARTMENT:</b> Patient Access, Medical, Dental, Behavioral Health, Obstetrics/Women's Health	<b>SUBJECT</b> Appointment Adherence
<b>POLICY:</b> ADM 1.2 No Show Policy/Appointment Adherence	<b>Page 1 of 1</b>
<b>FUNCTIONAL AREA:</b> All	<b>REFERENCES</b> PCMH AC 01, 02: Access to Care
<b>EFFECTIVE DATE:</b> November 2013	<b>APPROVED BY BOARD</b> February 1, 2022
<b>REVIEWED/REVISED:</b> 12/2021, 01/2022, 05/2023, 02/2024	

**Summary:** This policy guides the management of patients who do not keep appointments or cancel without sufficient notice (defined as less than 24 hours) and maximize access to care for those patients who are keeping appointments. Exceptions include patients seeking Obstetric or Behavioral Health services or a dental emergency visit.

**Policy:** After 3 (three) NO SHOW episodes in a consecutive 12-month period, the patient will be ineligible to schedule any future appointments and will only be seen in a same day appointment slot, thereafter, based on availability.

**Definitions:**

1. **No Show-** An appointment that is not cancelled with 24 hours' notice.
2. **Cancellation-** An appointment that is cancelled 24 hours prior to the appointment time.  
Example: Appointment is on Tuesday, June 3 at 10:00am, needs to be cancelled by Monday, June 2 (day prior) at 10:00am.
3. **Late Appointment-** Patient checks in at entry point 15 minutes after scheduled appointment time. *Example: Appointment is at 8:20am, patient arrives at or after 8:35am.*
4. **Confirmed appointment:** An appointment that is confirmed by phone, email, or text 24 hours prior to the scheduled appointment. Example: Appointment is scheduled on Tuesday, December 4, at 10:00am, must be confirmed by Monday (day prior) December 3, at 10:00am.
5. **Same Day:** Appointment request for the present/current day.

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**Adherence Tracking/Documentation**

1. **No Show:** Patient will be given Appointment Adherence Policy to review and sign when initiating services. This signed form will be filed in the patient's medical and/or dental record. Every episode of no show will be tracked/documentated in the patient medical/dental/behavioral health record. For medical and behavioral health patients, the appointment status field in the Practice Management System will document NO SHOW for tracking purposes.
2. **Cancellation:** When an appointment is cancelled with less than 24 hours' notice time, the appointment status will be documented as a NO SHOW in the Practice Management system.
3. **Late Appointment:** When a patient is 15 or more minutes late for an appointment, the appointment may be rescheduled to a Same Day, if available or triaged for medical necessity if no Same Day appointment slot is available. The episode will not be documented as an appointment status of NO SHOW.
4. **Unconfirmed appointments:** Appointments that are not confirmed 24 hours prior to the scheduled time, will be canceled by MedNorth staff, and documented as an appointment status of CANCELLED in the Practice Management System.
5. **Patients presenting at center for an unconfirmed appointment:** A patient who shows up for an unconfirmed appointment will be made aware of the policy and will be triaged based on medical necessity to see if they are able to be seen the same day and worked into the provider's schedule. The patient should be informed that it may be a wait time based on the provider availability.

Patient Acknowledgement: I hereby acknowledge that I have been given the opportunity to review the Clinic Appointment Policy and received a copy if requested.

Patient Signature: \_\_\_\_\_ Patient DOB: \_\_\_\_\_

Patient/Parent :

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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### **Obstetric Care**

**Purpose:** MedNorth cares for relatively low risk obstetric patients, determined by the medical history at the first clinical pregnancy encounter. Safely caring for obstetric patients requires regular and consistent prenatal care and sustained communication.

#### **Procedure**

**First Missed Appointment:** If the patient misses a prenatal appointment without calling to reschedule, MedNorth will attempt to reschedule the appointment by calling. If unable to reach by phone, we will send a letter or portal message within one business day.

**Second Missed Appointment:** After the second missed appointment MedNorth will attempt to reschedule the appointment by calling the patient. If after this missed appointment and no ability to reach the patient by phone by the nursing or MA staff, Care Management (CM) will be consulted. If CM is unable to contact the patient after one week, MedNorth will send a letter describing a plan to transfer prenatal records via "warm handoff" that includes a phone call to Novant OB staff.

**Third Missed Appointment:** After 3 missed appointments and after 3 call attempts, at three different times of day and three different days of the week, MedNorth will send a letter to the address on file to the patient. In addition, MedNorth will initiate the "warm handoff" to Novant OB staff.

### **Behavioral Health**

No Show appointments for Behavioral Health will not be counted in the no show count with medical. No Show visits will be addressed as part of the patient's individual treatment plan.