



**BLACK HAWK HEALTH CENTER
POLICY: NO SHOW AND LATENESS
DEPARTMENT: CLINIC-WIDE**

Resolution:	SF-18-86
Effective Date:	03/14/2018
Origination Date:	01/17/2018

PURPOSE:

The purpose of the No-Show and Lateness Policy is to assure that patients have access to care when needed by maximizing the utilization of available appointments and to provide a mechanism for appropriately managing the patient that fails to utilize assigned appointment times and/or cancel without sufficient notice.

POLICY:

The Sac and Fox Nation Tribal Health System will emphasize the use of advanced appointments as the primary means of scheduling patient visits. Individuals who make an appointment and then fail to present within ten (10) minutes after the scheduled appointment time without giving prior notification are termed “No-Shows”. If prior notification is received, the patient will be termed “cancelled”.

PROCEDURE: NEW PATIENTS:

1. Patients with a Registration Appointment should arrive at the scheduled time of the Registration Appointment to allow Patient Registration sufficient time to create the patient health record prior to the scheduled Medical or Nursing Appointment.
2. Patients arriving 10 minutes or more after their scheduled Registration Appointment time will be scheduled as follows:
 - a. Registration staff will check availability of provider for immediate access (must not interfere with continuing schedule)
 - b. Registration staff will offer a later appointment, if available
 - c. Registration staff will reschedule the patient for the next available date/time

PROCEDURE: ESTABLISHED PATIENTS

1. Individuals who have a No-Show visit will receive verbal notification for **first** occurrence and a written notification with **second** occurrence. The notification will advise the patient of the sanctions associated with further failure to present for scheduled appointments.
2. If the patient contacts the clinic prior to the scheduled appointment time to inform that they are running late, every effort will be made to proceed with the scheduled appointment as long as this does not interfere with the current schedule of the provider.
3. If, on the first or second occurrence, an individual arrives 10 minutes after their scheduled appointment time, staff will:
 - a. Check availability of provider for immediate access (must not interfere with continuing schedule)
 - b. Offer a later appointment, if available
 - c. Reschedule for the next available date/time



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4. Patients with **three** No-Show visits within 1 year (of the first No-Show) will be sent a letter advising them of the consequences of their actions.
5. Any patient with three No-Show appointments will be placed on “same-day call status” for a period of 6 months. The patient will NOT be able to schedule appointments in advance, but will have to call in for same day care and will be subject to appointment availability.
6. Refills for patients who are on long term medications will be at the discretion of their primary care provider during that 6 month period.
7. Following the 6 month “same-day call status” with no “No-Show”, the patient will be allowed to schedule appointments in advance.
8. Each department is to follow this No-Show procedure. Sanctions for failure to keep appointments will be enforced by each prospective department. For example, Mr. Jones No-Shows his Medical Appointment x3 visits. He will be placed on “same-day call status” for Medical Appointments only. He will still be able to continue his care with Podiatry, Behavioral Health, Dietitian, Physical Therapy, Transport, etc.