**POLICY:**

This policy is to establish a clear guidance of process to providing quality care for our citizens and making efficient use of our resources are our top priorities. Our goal is to maximize patient care by reducing wasted appointments.

**PROCEDURE:**

1. Pokagon Health Services (PHS) defines a wasted appointment as any scheduled appointment in which the patient either:

* Does not arrive to the appointment
* Cancels the appointment later than 3:00 p.m. the previous business day
* Arrives more than 10 minutes late for the appointment

1. Wasted appointments have a significant negative impact on our practice and the healthcare we provide to our patients. When a patient wastes a scheduled appointment it:

* Potentially jeopardizes the health of the patient
* Affects other patients who could need the scheduled appointment
* Wastes critical resources
* Is not one of the guiding principles of the Seven Grandfather Teachings

1. PHS staff should educate patients on how to avoid wasting an appointment.

* Arrive on time for the scheduled appointment.
* Call to cancel a scheduled appointment by 3:00 pm the previous business day.
* Confirm the appointment:
  + Pokagon Health Services will attempt to call the patient two business days before the scheduled appointment to confirm the visit. In addition, the patient may receive texts or emails.
* Arrive 15 minutes early:
  + This allows time to update with registration, complete any paperwork, and address any insurance or Purchased Referred Care (PRC) questions.

1. Patients who waste three or more appointments within a rolling 12-month period will be required to use alternative scheduling..

**Alternative Scheduling**

Alternative Scheduling is implemented when a patient has three (3) wasted appointments within a rolling 12-month period.

**A patient on Alternative Scheduling, may schedule in the following ways:**

* May call the same day or the prior business day to schedule an acute or chronic care appointment if there is availability.

**A patient can be removed from the Alternative Schedule as follows:**

* When a patient attends three (3) consecutive appointments that aren’t wasted or 12 months has elapsed since being placed on the alternative schedule. When a patient appeals the determination to be put on an Alternative Schedule, by submitting documentation to excuse wasted appointments to the Health Director or designee, a patient may be removed from Alternative Scheduling with authorization from the Health Director or designee.

1. Patients may be referred by their PHS provider to an outside provider whereby the following guidelines apply:

**Outside Provider Scheduling**

* It is every patient’s responsibility to understand and follow the policies governing missed or late appointments for any providers outside of PHS to whom they are referred.
* It is the patient’s responsibility to reschedule any missed appointments with their outside provider and to report the appointments to their PHS Referral Specialist.
* PHS is not responsible for interceding or appealing on behalf of a patient at an outside provider’s office.
* For PRC eligible patients, PRC does not cover any fees arising due to missed appointments.
* If a patient is barred from a provider’s office for any reason that involves missed or late appointments, it will be at the discretion of the PHS provider to issue a new referral to another provider of the same specialty. For PRC eligible patients, the subsequent referral will need to be authorized by the Medical Care Review Committee.

1. Patients will receive the PHS Appointment Conservation (No Show Policy) form at registration and will be required to acknowledge the understanding by signing and dating. The PHS registration staff will witness the form. The form will be scanned into the EMR accordingly. See Attachment A.