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Owner Rachael Esterly:
Director, OAS
Policy Area Organizational
Policies
Applicability Onslow Memorial
Hospital

Appointment No Shows

POLICY:

It is the policy of Onslow Memorial Hospital to monitor and manage no-shows for appointments at its various outpatient departments ("Departments"). Any patient who fails to arrive for a scheduled appointment without notifying that Department at least 24 hours prior to the appointment time is considered a "no-show." Repeated failure of a patient to timely attend scheduled appointments may result in termination of the provider- patient relationship.

I. PROCEDURES

- A. The no-show policy is explained to all patients in writing at the time of the patient's registration. The no-show policy will be available upon request and also be displayed on the Hospital's website.Q)
- B. Whenever a patient fails to timely attend an appointment or fails to cancel within 24 hours prior to the scheduled appointment, the appointment system and the patient medical record shall reflect "NS."
- C. The clinical assistant andQthe provider determine one of the following actions, which is documente patient's EMR or chart:
 1. No follow up necessary;
 2. Follow up advised – contact patient and schedule visit in 3 weeks;
 3. Follow up necessary – contact patient and schedule visit in 7 days;
 4. Follow up urgent – locate patient immediately.
- D. Action must be taken according to the decision of the clinical team or provider reviewing the EMR or chart. If necessary, responsibility is assigned for follow-up. If the patient is to be contacted in the future, a recall is generated in the practice management system to alert the

Department that the contact should be made in the specified time period. For non-urgent recalls, the Department will send correspondence to the patient via letter in the format below (or any other preferred method of communication):

NO-SHOW CORRESPONDENCE

Please see attached No-Show Correspondence

- E. A patient who, on more than one occasion, fails to present for his or her scheduled appointment is considered a chronic no-show. In the discretion of the Department Director, a chronic no-show patient may be limited to certain appointment slots (e.g., first appointment of the morning) and may be required to prepay for certain services..
- F. A patient who is a no-show on more than three (3) occasions may be subject to dismissal from the Department. (See related policy on Termination of Provider- Patient Relationship.

Attachments

 [No-Show Correspondence](#)

Approval Signatures

Step Description

Approver

Date

COPY

Applicability

Onslow Memorial Hospital