

DIVISION:	FQHC	NUMBER(s):	CHCA-022
PROGRAM:	Division Wide	VERSION:	1.00
TITLE:	Late Arrivals, No-Shows, and Same Day Cancellations	PAGE:	1 of 4
		EFFECTIVE DATE: Click or tap here to enter text.	
DESCRIPTION:	Guidance for when a patient arrives late, fails to show for a scheduled appointment or cancels on the same day as their appointment	ORIGINATION DATE: March 23, 2023	
APPROVED BY: CHIEF EXECUTIVE OFFICER – FQHC:		REPLACES: Standard Operating Procedure dated March 23, 2023	
Randy Smith _____		Date _____	

I. PURPOSE

The Southern Nevada Community Health Center (SNCHC) is committed to compliance with Health Resources and Services Administration (HRSA) standards for community health centers, including ensuring access to quality healthcare. It is the responsibility of the Community Health Nurse Manager, Behavioral Health Manager and/or their designee(s) to monitor and manage all appointment activity to maximize access to care and ensure good stewardship of human and financial resources.

II. SCOPE

Applies to all SNCHC workforce.

III. POLICY

To provide guidance when a patient arrives late, fails to show up for a scheduled appointment or cancels on the same day as their appointment.

The health center uses a mix of scheduled appointments, same day appointments, and walk-ins to achieve optimal access to patient care services. No-Shows and Same Day Cancellations create waste in the system and reduces access to care for all patients. When a scheduled appointment goes unused, it takes an available slot away from another patient and delays the delivery of healthcare.

- Late Arrival - Shall mean any patient who arrives at the clinic more than fifteen (15) minutes after their scheduled appointment time.
- No-Show - Shall mean any patient who fails to show for a scheduled appointment without prior notification.

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- Same Day Cancellation - Shall mean any patient who cancels their appointment less than twenty-four (24) hours before their scheduled time.

IV. PROCEDURE

When patients are initially scheduled and then again when appointments are confirmed, patients are instructed to arrive prior to their scheduled appointment time, thirty (30) minutes for new patients/select appointment types and fifteen (15) minutes for established patients.

A. Late Arrivals

1. Patients will be given a fifteen (15) minute grace period. Patients arriving during this grace period are checked-in for their appointment. Status in eClinicalWorks (eCW) is changed to arrive "ARR" then the Administrative Assistant (AA)/Patient Services Representative (PSR) will change the status to waiting room "WAITROOM" for the Medical Assistant (MA) to start the intake.
 - a. Patients who check-in during the grace period may be seen out of order if another patient with a close appointment time is already checked-in and ready to be seen. In these occurrences, every effort should be made to see the patient who arrived during the grace period as close to their actual appointment as possible.
2. Patients arriving fifteen (15) minutes after their scheduled appointment time. The AA/PSR will change the status in eCW to No-Show "N/S" and the patient will be given the following options:
 - a. Offered the option to wait. These patients will be treated as a walk-in. If an appointment slot becomes available, they will be offered the open appointment slot on a first come, first serve basis. There is no guarantee the patient will be seen the same day. The patient can be seen by any available provider as a Same Day appointment if clinically appropriate.
 - b. Offered to reschedule their appointment.
 - At the provider's discretion, a bridge refill of medications can be given to the patient to ensure their continued access to prescribed medications until their new appointment.

B. No-Shows

1. When a patient fails to show for their appointment:
 - a. Established Patients: The MA will review the list of patients that No-Showed with provider during the next day's care team huddle. If the provider determines that the patient needs to be seen, the MA will reach out to the patient to attempt to schedule a new appointment.

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- The MA will contact the patient and document the communication. If staff are not able to reach the patient, leave a message. Document in eCW a general note, a message was left and the reason for the call. When the patient returns the call, whoever receives the call has the information and can assist. Be mindful of patient privacy, when not speaking directly with the patient.
 - Three (3) attempts to contact the patient will be made via a phone call. *Ryan White patients: The provider can send a referral to the Community Health Worker (CHW) for a possible Home Visit.*
 - b. New Patients: Follow up with these patients will occur at the determination of the CHN Manager and/or their designee. Factors such as capacity, strategic initiatives, and contractual requirements will be considered when determining which patients to engage.
2. The AA/PSR changes the status in eCW to a No-Show (N/S). When a patient is a No-Show for their scheduled appointment, the slot can be offered to a walk-in patient if the patient is ready within the fifteen (15) grace period. The add-on patient should show arrive “ARR” no more than five (5) minutes after the grace period has expired.
- a. If a new patient No-Shows three (3) times, they will not be allowed to schedule new appointments. After the third No-Show, patients will only be seen as a Walk-in/Same Day.
 - b. If an established patient No-Shows three (3) times in a twelve (12) month period, they will only be seen as a walk-in for the next six (6) months.
 - i. The provider may schedule a follow-up appointment for the patient after a visit, but if the patient No-Shows that appointment, they will only be seen as a walk-in for the next six (6) months.
- C. Same Day Cancellations
1. When a patient calls to cancel an appointment on the Same Day, offer to reschedule.
 - a. The Call Center will change status in eCW to cancelled “CANC” and create a new appointment.
 - If the patient does not want to reschedule, the eCW status will still reflect cancelled.
 - b. The AA/PSR can fill the slot with any walk-in/Same Day patient.
 - The slot can be offered to a walk-in patient if the patient is ready within the fifteen (15) grace period. The add-on patient should

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show arrive “ARR” no more than five (5) minutes after the grace period has expired.

2. When a patient cancels an appointment via SMS or through the after-hours line.
 - a. If through SMS, eCW will reflect canceled by SMS “CANCSMS” as the status
 - b. If through after-hours, the Call Center will change status to canceled “CANC” in eCW.

V. REFERENCES

Not Applicable

VI. DIRECT RELATED INQUIRIES TO

Community Health Nurse Clinic Manager
 Clinical Office Supervisor
 Senior Patient Services Representative

HISTORY TABLE

Table 1: History

Version/Section	Effective Date	Change Made
Version 1		
Version 0	03/23/2023	First issuance –as a Standard Operating Procedure

1. ATTACHMENTS

Attachment No. CHCA-022 ATT-1, No-Show Log