

Family Health Team

SECTION 2 – Appointments**2.01 'No Show' and 'Late Cancellations' for Appointments****Policy**

Patients will be contacted, warned and discharged if they habitually do not show or do not inform the clinic 24 hours in advance (one business day) of their inability to attend scheduled Interdisciplinary Health Provider (IHP) appointments.

Note: FHT Medical Secretaries are given the autonomy to decide whether a reason for 'No Show' constitutes an emergency or if other extenuating circumstances preclude them from enforcing the policy. If pt expresses dissatisfaction with being discharged, the Medical Secretary is encouraged to consult with FHT Administrator, the IHP or the Lead Physician. These individuals can also override the discharge.

Procedure**Missed 1st IHP Appointment**

1. FHT Medical Secretary notifies referring Primary Care Provider (PCP) that their pt missed 1st appointment
2. Referring PCP contacts pt to discuss the following:
 - Reason for missing appointment
 - Value of IHP's time
 - Whether or not subsequent IHP appointment should be made
3. If subsequent 1st IHP appointment is to be made, PCP request patient contact FHT Medical Secretary (416-260-1315) to re-schedule
4. FHT Medical Secretary, when contacted by pt, advises pt of Policy & Procedure & re-schedules 1st IHP apt
5. If pt misses 1st IHP apt again no further apts are made and FHT Medical Secretaries sends msg to PCP and documents in chart as follows:

MISSED 1st IHP APT ALERT

“Pt contacted Re: missing 1st IHP apt x2, advised they will not receive services from dietitian”

Missed 1st Follow-up (f/u) IHP Appointment

1. FHT Medical Secretary contacts pt advises pt if they miss a 2nd apt then will not longer receive services from this discipline (e.g. dietitian, social work)
2. FHT Medical Secretary to tag apt as 'No Show' in eMR & send msg to PCP
3. FHT Medical Secretary to document in chart as follows:

2.01 'NO SHOW' and 'Late Cancellations' for Appointments

MISSED F/U APT ALERT #1

“Pt contacted Re: missed 1st f/u apt and advised if they miss a 2nd f/u apt then will no longer receive services from *dietitian*”

Missed 2nd Follow-up (f/u) IHP Appointment

1. FHT Medical Secretary contacts pts advises pt they missed 2nd f/u IHP apt and will no longer receive services from this discipline. If necessary refer back to MISSED APT ALERT #1
2. FHT Medical Secretary to tag apt as ‘No Show’ in eMR and send msg to PCP
3. FHT Medical Secretary to document in chart as follows:

MISSED F/U APT ALERT #2

“Pt contacted Re: missed 2nd f/u apt and no longer will receive services from *dietitian*”

Approved By: Board of Directors
Approved On: [Oct 20-09]
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