

**THIS IS ONLY A SAMPLE!!! PLEASE WRITE YOUR OWN BASED ON THE
SPECIFIC NEEDS/SITUATION OF YOUR PRACTICE.**

SUBJECT: MISSED APPOINTMENT (“NO SHOW”)

POLICY: “No shows” appointments will be tracked, recorded, and monitored within 24 hours of their original appointment time.

PURPOSE: To ensure continuity of care and proper follow-up.

1. If a patient misses an office appointment (no show), he/she will be contacted within 24 hours of the original appointment and asked if he/she would like to reschedule. If the patient does not wish to reschedule, ask patient if we can assist him/her further with his/her medical care. Inquire if he/she would like assistance in obtaining a referral to a different office location or provider. If the patient is judged to have a potentially serious medical problem (i.e., postmenopausal bleeding or breast mass) then the case must be discussed with the physician on location within 24 hours of the original appointment.
2. If a patient repeatedly exhibits missed appointments (“No shows”) three or more times, this must be brought to the attention of the assigned physician. Further action will be at the discretion of the assigned physician.
3. All phone calls or other forms of communication (ie: letters) to or from a patient relating to missed appointments must be documented in the patient’s medical record. This can be dictated or written and must be signed by the staff member making the call.