

JERICHO ROAD COMMUNITY HEALTH CENTER



No Shows

Policy Number: 16.14

Effective Date: June 2014

Revised & Approved: February 27, 2020

Purpose The purpose of this policy is to explain how Jericho Road Community Health Center (JRCHC) handles patients who do not keep their appointments (no shows).

Policy JRCHC strives to follow up on all no show appointments to ensure patients do not miss important treatment goals, and to most efficiently and effectively utilize our scarce resources. JRCHC also recognizes that keeping scheduled appointments is important for safe and effective patient care.

Procedure A "No Show" occurs any time a patient is scheduled with any provider and does not show up or make a call to notify us of their inability to keep their appointment at least 2 hours before the appointment time.

The following procedure will be followed:

1. **New patients:** New patients who miss their appointment are identified by JRCHC Electronic Medical Record (EMR) and are notified by a pre-recorded phone call in their language, and receive a letter. They are asked to call the office to reschedule. New patients who no show twice are dismissed from the practice.
2. **Established patients:** Established patients who miss their appointment are identified by JRCHC EMR and are notified by a pre-recorded phone call in their language. They are asked to call the office and reschedule.

This policy and procedure was reviewed and approved by the JRCHC Board of Directors

Board Chair Signature: Cecily Marney Date: 2/27/20