



Sports Medicine and Performance Center

IN PARTNERSHIP WITH BOULDER COMMUNITY HEALTH

No-Show, Late Cancellation, and Patient Dismissal

Purpose:

To provide a fair and consistent framework that outlines the staff documentation and patient education processes that arise from one or a series of patient no-shows or late cancellations.

Scope:

CU Sports Medicine and Performance Center

1. Physician Services
2. Sports Science Services
3. Therapy Services

Policy Guidelines:

1. All scheduling personnel alert patients at the time an appointment is scheduled to the potential outcomes associated with either a late cancellation or no-show
2. The patient or their designee must notify the clinic at least 24 hours in advance (timely notice) of the patient's scheduled appointment if they are unable to attend the appointment as scheduled or it will be considered a late cancellation.

No-Show, Late Cancellation Process

1. Front Desk or Clinical Staff is made aware of a no show or late cancellation.
2. Cancellation or No-Show recorded in the scheduling module of the electronic medical record as a no show or cancellation with reason if known and clinician informed.
3. Patient will be called within 24 hours of no show to attempt to reschedule the appointment.
4. Patients with two no-show or late cancellations in one calendar year may not receive priority scheduling and will receive letter acknowledging the importance of keeping appointments.
5. A no-show report will be generated weekly based on the "Patient No-Show" appointment status in order to identify all patients that have accumulated multiple No-Shows/late cancellation appointments.
6. Patients with greater than three may receive a letter dismissing them from the practice based on their accumulation of no-show/late cancellations as determined by the provider.
7. In the event that a patient has three billable no-show/late cancellations in one calendar year the patient may be dismissed from the practice.
8. The patient's Preferred Provider (and the provider's Manager/Director) will be responsible for completing, signing, and sending the patient dismissal letter.