**No Show Policy**

**Policy and Procedure**

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| Subject | **Number** | **Date**  **Issued** | | **Date Revised** | **Date Effective** |
| No Show Policy | 817 | January 1, 2015 | | January 5,2017  May 1, 2017 | January 1, 2015 |
| **Originated By:** | | | Approved By: | | |
|  | | |  | | |

**Policy:** XXXX will follow-up on all no-show or missed appointments and ensure the patient is able to reschedule in a timely manner

**Purpose:** XXXX will monitor the percentage of no-show or missed appointments in an effort to identify the reason for the no-show and create a plan to reduce the number

**Procedure(s):**

* Each appointment missed shall be called by the receptionist staff and an effort to reschedule will be made. If the parent is unavailable to reschedule the appointment then a message should be left and a task sent to the nurse to ensure follow-up on that patient is made
* Information regarding outcome of the follow-up call will be documented in the appointment notes
* The administrator will monitor no show rates to ensure they remain within the average percentage of missed appointment (3-10%). If the percentage increases the administrator will research the trends and implement an improvement plan