

CATEGORY:	CLIENT/PATIENT/RESIDENT CARE PROGRAMS AND SERVICES
SUB-CATEGORY:	CLIENT/PATIENT/CARE - GENERAL
GROUP:	
DISTRIBUTION:	ALL CLINICAL STAFF IN PATIENT SERVICES, LONG TERM CARE, RURAL HEALTH & QUALITY, MEDICAL SERVICES AND POPULATION HEALTH
TITLE:	APPOINTMENT NO SHOW

PURPOSE

To provide regional policy direction to guide program specific practice(s) to manage situations where clients do not show for scheduled appointments.

Promoting appointment attendance is an important issue within the health care system. Nonattendance or no show is a source of inefficiency negatively impacting client flow, client outcomes, and wait times for services.

POLICY

Clients/patients/residents who fail to show for a routine, scheduled appointment, without attempting to cancel and/or reschedule the appointment, must be referred back to their referral source and a re-referral must be made if another appointment is required. Clients who self refer for a service must be contacted directly to confirm appropriate re-referral.

Western Health must utilize discretion for clients/patients/residents who fail to attend a scheduled appointment but who contact Western Health, after the missed appointment, with extenuating circumstances, such as stormy weather, family emergencies, transportation issues, etc. In an effort to avoid undue hardship in these situations, Western Health may reschedule the appointment without referring the client/patient/resident back to the referral source.

Clients/patients/residents who do not show for an appointment and are considered urgent in nature or referred urgently through a program/service's urgent classification must be rescheduled at a time determined by the service provider.

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DEFINITIONS

No Show: A missed scheduled appointment that occurred without notification by the client/patient/resident to the provider or clinical area providing the service(s).

Referral Source: A broad category organization and/or professionals who may make a referral, e.g. Specialist, General Practitioner, patient/client/resident, professionals within Western Health.

PROCEDURE

1. At the time of referral or appointment booking, designated staff clearly communicates the Appointment No Show policy 15-01-705 to clients/patients/residents and the implications of not attending a scheduled appointment.
 2. At the time of referral or appointment booking, designated staff clearly communicates the process for clients /patients/residents to cancel appointments.
 3. Staff scheduling an appointment responds, as they are able, to client/patient/resident preferences for an appointment time.
 4. Where resources permit, staff reminds the client/patient/resident of their scheduled appointments.
 5. Designated staff identifies and monitors the client/patient/resident who did not attend their scheduled appointment without notification.
 6. Designated staff reschedules the client/patient/resident who failed to attend their scheduled appointment due to extenuating circumstances. Where appropriate, staff records a delay code to support accurate wait list management processes.
- A. No Show for Routine Appointment
7. Designated staff contacts the referral source and/or the client/patient/resident indicating a new referral is required if another appointment(s) is necessary as the client/patient/resident did not attend the scheduled appointment. In those instances in which the referral source is also the service provider (i.e. community health nursing, public health nursing) the service provider reschedules the routine appointment. Mental Health and Addictions contacts all clients to determine appointment follow up as part of active outreach.

B. No Show for Urgent Appointment

8. Designated staff contacts the referring source to confirm the continuing urgency for the appointment and reschedules the client/patient/resident either as another urgent appointment or a routine appointment. Where appropriate, staff records a delay code to support accurate wait list management processes. In those instances in which the referral source is also the service provider (i.e. community health nursing, public health nursing) the service provider reschedules the urgent appointment. Mental Health and Addictions contacts all clients to determine appointment follow up as part of active outreach.

GUIDELINES

Department of Health and Community Services Newfoundland & Labrador. (2012). Endoscopy No-Show Provincial Guidelines.

REFERENCES

Walshe, K. (2011). Appointment Notification Strategies and Impacts –Improving Outpatient Attendance

KEYWORDS

No show, missed appointments, missed appointment, attendance

TO BE COMPLETED BY STAFF IN QUALITY DEPARTMENT

Approved By: Vice President – Long Term Care, Rural Health & Quality Vice President – Patient Services Vice President – Population Health & Human Resources Vice President – Medical Services	Maintained By: Regional Director – Planning and Performance Improvement
Effective Date: 10/September/2014	<input checked="" type="checkbox"/> Reviewed: 29/August/2017 <input type="checkbox"/> Revised: <i>(Date of most recent changes to the policy)</i>
Review Date: 29/August/2020	<input type="checkbox"/> Replaces: <i>(Indicates name and number of policy being replaced)</i> OR <input checked="" type="checkbox"/> New

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