



- Subject:** Community Health Services Inc. policy regarding patients who have repeated incidences of not showing up for scheduled appointments.
- Purpose:** To reduce the amount of "no-show" appointments so that CHSI can continue to give quality health care to the most amount of patients possible. When a patient is a "no-show" it has an unfair and adverse effect on CHSI and their patients.
- Policy:** At the time of patient registration (or at next patient appointment in order to make patients aware of a change of policy) CHSI will make the patient aware of CHSI's Patient Bill of Rights as well as CHSI Patient Responsibilities. At this time a CHSI representative will discuss patient rights and expectations. Patients will be shown where the Bill of Rights and Patient Responsibilities are posted at the clinic and will be given the option of taking a copy home with them.

The CHSI representative will also discuss the CHSI "no-show" policy with the patient. The CHSI representative will discuss with the patient what accounts as a "no-show" and discuss with them the importance of keeping appointments or calling CHSI to cancel appointments no later than one business day before their appointment. If the patient does not cancel their appointment, at least one day before their scheduled appointment the patients is considered a "no-show" for that particular appointment.

After the first "no-show" the patient will either receive a phone call or mailed a reminder discussing the CHSI "no-show" policy. If a second occurrence occurs within one year the patient will be given their second reminder of the CHSI policy. If a third "no-show" occurs within one year of the first offense, CHSI will no longer hold appointments for the patient. The patient will still be able to be seen at CHSI on a walk-in status only. The patient will again be eligible to schedule appointments after one year of their third offense. In order to keep track of the number of occurrences, CHSI staff will document each occurrence and the date within patient care alerts. This way when making an appointment the alert will create a pop up notifying anyone when they are scheduling a patient for an appointment.

Patients will be expected to sign an agreement with CHSI stating they have read the policy. This signed agreement will be repeated every year during patient registration.