

Department of Ophthalmology No Show/Cancellation Policy

Purpose

This policy provides a guideline to improve access and to facilitate increased capacity for patients by establishing criteria for habitual no show patients. This policy may be invoked at the request of the provider or by a member of the Ophthalmology management team.

Definition No-Show

A scheduled appointment for which a patient did not present for appointment and there was no indication from the patient or legal guardian that they would not be presenting for the appointment at least 24 hours prior to the appointment time.

Habitual or Excessive No-Show Patient

A patient who does not present for 3 or more appointments within a 12 month time frame and does not give at least 24 hours notice that they will be unable to present. The 12 month time frame begins with the first missed appointment.

Policy

Patients or their legal guardians are expected to keep scheduled appointments. If they wish to cancel their appointments, they should contact the Department of Ophthalmology no later than 24 hours prior to their appointment time. Cancellations made inside of the 24 hour window will be considered a no-show.

Patients will be informed of the no show policy by Pediatric Ophthalmology Department's front desk personnel. New patients will receive the notice in the New Patient packet that is mailed to them.

Procedure

1. Front desk personnel will document no-shows in IDX at the end of each day.
2. Front desk personnel will flag the IDX System to send a patient, and where applicable the referring physician notifications regarding the no-show appointment. The notification will instruct the patient to contact us to reschedule the appointment.
3. Front desk personnel will alert the provider and the management team when the patient has not kept 3 visits within a 12 month time frame.
4. Patients who have had 3 no-show appointments within 12 months can only make an appointment at the request of their primary Ophthalmology provider and with the approval of the Chairman of the Department. The Department of Ophthalmology reserve the right to terminate the patient from the Department once the 3 visit no-show limit has been reached.