A violation of RI 816 Patient Attendance Policy occurs when a patient no-shows to an appointment three (3) times in a department. Patients may be granted a one-time exception by the Regulatory and Risk Manager or their designee. Patients may only receive one exception per department in a twelve (12) month period.

**Definitions**

No-Show Appointment - occurs when a patient fails to appear for a scheduled appointment.

Standby Patient - patient who has three (3) no-show appointments in a twelve (12) month period and is violation of the CS-HHC Attendance Policy.

**Procedures**

The Patient No-Show Appointments Standard Operating Procedure is applicable to all sites and departments, except behavioral health, pediatrics and some women’s health services.

1. Every patient is informed about the CS-HHC Attendance Policy at the time their first appointment is scheduled.

2. Patients are asked to sign a copy of the CS-HHC Attendance Policy at their first appointment and on an annual basis. A copy of the signed CS-HHC Attendance Policy is scanned into the registration tab of the patient’s electronic health record.

3. In the event a patient no shows two (2) times in a department in a twelve (12) month period a Call Center Customer Service Representative or Patient Registrar will provide re-education to the patient on the CS-HHC Attendance Policy.
a. Re-education will be documented in the electronic health record as telephone 
encounter titled "Attendance Policy Reminder" which states "Patient reminded of the 
Attendance Policy and that patient understands if they no show again they will be in 
violation of the CS-HHC Attendance Policy".

4. In the event a patient no shows three (3) times in a department in a twelve (12) month period 
an appointment will not be scheduled until the patient speaks to the Regulatory and Risk 
Manager or their designee. The Call Center Customer Service Representative or Patient 
Registrar will contact the Regulatory and Risk Manager or their designee to advise on next 
steps.

   a. Once the report is made to the Regulatory and Risk Manager or their designee, a 
      feedback file will be submitted by the Regulatory and Risk Manager or their designee 
      through RL6.

   b. The Regulatory and Risk Manager or their designee will reach out to the patient to 
      determine the reason for the no show appointments and to provide education on the 
      CS-HHC Attendance Policy in order to grant a one-time exception.

   c. Re-education and the patient's understanding of the consequences will be 
      documented in the electronic health record as telephone encounter titled as “CS-
      HHC's Attendance Policy” which states "Patient was re-educated on CS-HHC's 
      Attendance Policy, that the patient understood the consequences of future no shows 
      and was granted a one-time exception."

   d. The Regulatory and Risk Manager or their designee will notify the Practice 
      Administrator of the one-time exception and that the patient may be scheduled.

5. In the event a patient no-shows after receiving a one-time exception in any department options 
   for receiving care will be:

   a. Dental – Patients who are 18 year of age or older will only be access care on an 
      emergency or stand by basis for a period of one (1) year. After that time they may 
      resume regular scheduling practices.

   b. Internal Medicine – Patient's will only be able to access care in Convenient Care for a 
      period of one (1) year. After that time they may resume regular scheduling practices.

   c. Women's Health - Patients will only be able to access care on an emergency or stand 
      by basis for a period of one (1) year. After that time they may resume regular 
      scheduling practices. **Exceptions may apply, please refer to the Regulatory and Risk 
      Manager or their designee.**

   d. Specialties – Patients will only be able to access care on an emergency or stand by 
      basis for a period of one (1) year. After that time they may resume regular 
      scheduling practices.

6. When a patient has violated the CS-HHC Attendance Policy and has had a one-time exception, 
   the Regulatory and Risk Manager or their designee will notify the site specific Patient Advocate 
to create an appointment desk alert in the electronic health record and document in the 
comment section of patient demographics that "Patient is on restriction for violating the CS- 
HHC Attendance Policy. Effective date _______. Patient may resume regular scheduling 
practices on _______."
7. Once regular scheduling practices resume, if the patient continues to violates the CS-HHC Attendance Policy by no-showing three (3) times in a six (6) month period the matter will be escalated to clinical leadership for recommendations on further action.

References

Related CS-HHC Policies:

• Patient Attendance Policy, RI 816

Approval Signatures

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<td>10/2/2023</td>
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