

CATEGORY:	SPECIFIC CLINICAL SERVICES
SUB-CATEGORY:	MEDICAL IMAGING SERVICES
GROUP:	MEDICAL IMAGING - GENERAL
DISTRIBUTION:	STAFF IN MEDICAL SERVICES (Medical Imaging Department - All Imaging Modalities and Community Wide Scheduling Bookings Clerks) PHYSICIANS, CHIROPRACTORS and NURSE PRACTITIONERS
TITLE:	CANCELLED/NO SHOW APPOINTMENTS

PURPOSE

To provide direction in standard practice to manage situations where clients cancel appointments or do not show for appointments. To support efficiency and reduce wait times within the Medical Imaging Department.

POLICY

Clients who do not show for an appointment must obtain a new referral should a future appointment be required or requested. A “No Show” notification letter will be sent to the referring physician’s office along with the original referral advising that the patient did not show up for the appointment.

Clients who cancel an appointment will be permitted to reschedule the appointment once.

DEFINITIONS

No Show: The client does not show up for the scheduled appointment and Medical Imaging department has not been notified.

Cancelled appointment: The client notifies the Medical Imaging Department he/she will not be attending the scheduled appointment.

PROCEDURE

“No Show Procedure”

Designated clerical staff at each site must:

1. On a daily basis prints a “No Show” list from the Meditech Community Wide Scheduling (CWS) module.
2. Enter the patient’s chart number in the CWS module of Meditech to verify the appointment and appointment status.
3. Confirms the client did not show for the scheduled appointment through patient demographics in the Radiology module of Meditech.
4. Updates the appointment status in CWS to “attended” if the patient did attend the scheduled appointment.
5. Print a “no show” letter for referring physician.
6. Attach the requisition, if on file, to the “no show” letter.
7. Return all “no show” letters to referring physician.

Cancellation Procedure

Designated clerical staff at each site must:

1. Receive the call from the client to cancel the scheduled appointment.
2. Verify with the patient the patient’s name, date of birth, address and/or telephone number to ensure the correct patient appointment is retrieved within CWS.
3. Reschedule the appointment utilizing the “find next available” appointment function within CWS or reschedule as requested by the client.
4. Document the reason for rescheduling the appointment in the Community Wide Scheduling Module in Meditech.
5. Inform the client of the cancellation policy and should he/she cancel the next scheduled appointment a new referral will be required by the Medical Imaging Department.
6. If the client has already cancelled and rescheduled one time, the bookings clerk must inform the patient that a cancellation letter (as well as the requisition if on file) will be returned to the referring physician informing him/her the appointment was cancelled twice and a new referral is required.
7. Use discretion in an effort to avoid undue hardship if a patient’s request to reschedule is due to extenuating circumstances such as stormy weather, family emergencies, transportation issues, etc.

REFERENCES

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

The Provincial Endoscopy Advisory Committee, (2012). Endoscopy No-Show Provincial Guidelines.

KEYWORDS

No Show
 Cancellation
 Cancelled appointments

FORMS

[Appointment request form #900-589](#)

TO BE COMPLETED BY QUALITY MANAGEMENT & RESEARCH STAFF ONLY

Approved By: Vice President – Medical Services	Maintained By: Regional Director – Medical Imaging
Effective Date: 14/March/2013	<input type="checkbox"/> Reviewed: <input type="checkbox"/> Revised: <i>(Date of most recent changes to the policy)</i>
Review Date: 14/March/2016	<input type="checkbox"/> Replaces: <i>(Indicates name and number of policy being replaced)</i> OR <input checked="" type="checkbox"/> New