

POLICY AND PROCEDURE	
Subject: <b>Patient Attendance Policy</b>	Category: Administrative
Date Approved: November 14, 2022	Date Revised:
Author: Clinic Manager	Reviewing Body: MHC Physicians
Specific to: All Staff & Patients	Next Review Date: Nov 14, 2024

### DATE(S) REVISED/REVIEWED SUMMARY

Version	Date	Comments/Changes
1.0	Nov 14, 2022	Initial Policy

### PURPOSE

The purpose of this policy is to set out guidelines and procedures for staff and patients regarding “now shows” and “late arrivals”.

The Mapleton Health Centre’s goal is to provide our patients with quality medical care in a timely manner. To reach this goal our clinic strictly enforces a “Patient Attendance Policy”.

### SCOPE

This policy applies to all employees, physicians, visitors, patients, volunteers, learners/students, and affiliates of the Mapleton Health Centre. Learners completing placements at the Mapleton Health Centre will follow the policies and procedures set out by their discipline’s governing body or alternatively by their affiliated academic institution as well as the Mapleton Health Centre.

### DEFINITIONS

“*No Show*” – any patient who fails to arrive for a scheduled appointment.

“*Same Day Cancellation*” – Any patient who cancels an appointment less than 24 hours before their scheduled appointment.

“*Late Arrival*” – Any patient who arrives at the clinic 15 minutes after the expected arrival time for the scheduled appointment (½ hour appointments) and any patient who arrives at the clinic 10 minutes after the expected arrival time for the scheduled appointment (15-minute appointments).

### POLICY

It is the policy of the Mapleton Health Centre to monitor and manage appointment no-shows and late cancellations. The Mapleton Health Centre’s goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call **at least 4 hours** before

their appointment time. Notification allows the practice to better utilize appointments for other patients in need of prompt medical care.

## PROCEDURE

- I. A patient is notified of the “Patient Attendance Policy” at the time of scheduling. This policy can and will be provided in writing to patients at their request.
- II. The Mapleton Health Centre requires that in the event that a patient has to re-schedule or cancel an appointment, they must give **at least 4 hours’** notice.
- III. Cancellations must be done with a staff member. Cancellations via voicemail or email will not be accepted.
- IV. If an appointment is booked within the 4-hour time frame, this policy is effective immediately.
- V. If a patient arrives later than halfway through a scheduled appointment this will constitute a “Missed Appointment”.
  - a. If an appointment is “missed” the receptionist or nurse will:
    - i. Make note of the missed appointment in the schedule
    - ii. Make note of the missed appointment in the patient’s EMR (“EBnoshow”)
  - b. If an appointment is “missed” the clinic manager will:
    - i. Review all missed appointments once per week
    - ii. Prepare and send “Missed Appointment Warning” letters (1<sup>st</sup> offence) as required. See attached. This letter can be found as a stamp in the EMR (“EBmissedapptwarningletter”).
    - iii. Send a list to each practitioner, once per week, of the patients that have had two or more missed appointments. Invoices and letters will only be sent to patients at the healthcare practitioner’s discretion.
    - iv. Prepare and send “Missed Appointment” letters (2<sup>nd</sup> and subsequent offences) along with an invoice. See attached. This letter can be found as a stamp in the EMR (“EBmissedapptletter”).
- VI. In the event a patient arrives late as defined by “late arrival” to their appointment and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available.
- VII. If a patient misses or arrives late and is unable to be seen to a specialty appointment (such as an allergy test) they will be added to the bottom of the wait list.



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- VIII. In the event that a patient has incurred three (3) documented “no-shows” and/or “same-day cancellations,” the patient may be subjected to dismissal from the Mapleton Health Centre. The patient’s chart is reviewed, and dismissals are determined by the patient’s health care practitioner.

### **POLICY REVIEW**

This policy will be reviewed on a biannual (every 2 years) basis to ensure its policy statements and reporting procedures remain clear, relevant, and practical for the organization. The policy will be amended as considered necessary.