



# Department of Nursing POLICY AND PROCEDURE

POLICY NUMBER: 243  
VERSION: 1

## **SUBJECT: BROKEN APPOINTMENTS**

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**PURPOSE:** To define policy and procedures regarding the notification and rescheduling of patients with broken appointments.

**POLICY:** A minimum of two attempts will be made to contact all patients who have broken appointments, by phone. If unable to contact by phone, a letter will be sent via U.S. mail to the patient's home. Any communications with patients, whether by telephone or written, will be documented in the patient's medical record.

### **PROCEDURE:**

1. Nursing personnel will document all broken appointments in the patients' medical record. Clinics who have implemented electronic documentation, will document electronically. The "Broken Appointment" stamp will be used for documentation in clinics where electronic documentation has not been implemented.
2. Nursing staff will make a minimum of two attempts to contact the patient by telephone. If reached by telephone, the patient will be asked to reschedule the broken appointment. Patients who cannot be reached by telephone will be sent a letter asking them to call and re-schedule the appointment.
3. The Primary Care Provider (PCP) will be alerted to look at the electronic record of all patients with broken appointments in order to. Determine the level of urgency for scheduling the follow-up appointment. All actions ordered by the PCP will be documented in a short note. Clinic nursing staff will make an immediate attempt to contact patients by telephone, and if no response, will repeat the call by the end of the work shift.
4. For patients failing to keep their appointment who are scheduled for their first visit in a specialty clinic, the referral is returned to the Referral Center, and the patient is contacted by the Referral Center staff to reschedule a broken appointment. Otherwise, the procedure for patients, who miss a scheduled follow-up appointment in a specialty clinic, is the same as steps 1, 2, and 3 above.
5. All telephone and written attempts to communicate with patients regarding broken appointments will be documented in the medical record, electronically or manually as applies.

<b>BROKEN APPOINTMENT STAMP</b>	
Date	_____
Clinic/Provider	_____
Action Taken:	Phone call <input type="checkbox"/>
	Appointment Rescheduled <input type="checkbox"/>
	Unable to contact <input type="checkbox"/>
	Letter sent <input type="checkbox"/> (copy to chart)
	Other _____
For Specialty Clinic:	
	Consultation request returned to:
	Referral Center <input type="checkbox"/>
Signature	_____

**REFERENCES:**  
LA Care facility site Review (FSR) tool, 2012

Approved By: Susan Knapp (CHIEF NURSING OFFICER I)	
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Supersedes:	