



# Rancho Los Amigos National Rehabilitation Center

## DEPARTMENT OF DENTISTRY POLICY AND PROCEDURE

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**SUBJECT: Broken Appointment Follow-up**

**Policy No.: 3.9**  
**Supersedes:**  
**Revision Date: 11/30/09**  
**Page: 1 of 1**

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### **POLICY:**

Patients who break an appointment are notified of the failure to keep a return appointment and instructed to call to reschedule.

### **PROCEDURE:**

1. The hospital information system (HIS) automatically assigns any patient appointment not logged-in to a broken appointment status.
2. The HIS generates a letter notifying each patient of his /her broken appointment and where to call to reschedule. The letter is automatically mailed by the Rancho mailroom.
3. Broken appointments shall be monitored as one of the Department of Dentistry quality of care monitors. Actions concerning broken appointments and follow-up will be included in the Department of Dentistry meeting minutes.

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EFFECTIVE DATE: 08/2002

COUNTY OF LOS ANGELES - DEPARTMENT OF HEALTH SERVICES

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