

**OLIVE VIEW-UCLA MEDICAL CENTER
AMBULATORY CARE
POLICY & PROCEDURE**

**NUMBER: 5242
VERSION: 2**

SUBJECT/TITLE: BROKEN APPOINTMENT DISPOSITION

POLICY: Olive View-UCLA Ambulatory Leadership shall develop and implement procedures to ensure that continuity of care is maintained for patients who fail to show for scheduled clinic appointments.

PURPOSE: To establish a standard process for ensuring that continuity of care is maintained for patients who fail to show for scheduled clinic appointments.

DEPARTMENTS: AMBULATORY SERVICES

DEFINITIONS: **Missed or Broken Appointments:** When a scheduled patient fails to show for their appointment and does not notify the clinic.

No Show: When a patient does not call to cancel or reschedule an appointment as of 11:59 pm the day prior to their appointment date and does not show for their scheduled appointment.

Disposition: The act of determining the need for follow-up.

- PROCEDURE:**
1. Clinic staff will document all no-shows in the ORCHID electronic medical record (EMR) Ambulatory Organizer by the end of the clinic session.
 2. Providers are responsible for reviewing the clinic schedule, and the medical record for those patients who did not show for their scheduled clinic appointment, and determine an appropriate follow-up plan.
 3. The broken appointment disposition shall be documented in the ORCHID EMR by completing the No Show/Broken Appointment message template. This documentation should include the need for appointment to be rescheduled based on medical need, and when applicable the recommended time frame for rescheduling.
 4. Staff will reschedule a patient's appointment only upon receipt of appropriate disposition instructions. The implementation of the follow-up plan and documentation of follow-up outreach attempts is the responsibility of staff.
 5. For appointments needing to be rescheduled, a minimum of one phone attempt will be made unless additional attempts are requested by the provider, or if

service-specific procedures mandate additional attempts. If the patient cannot be reached by telephone, a letter will be sent advising them to call to reschedule their appointment. These outreach attempts will be documented in the EMR.

References: Joint Commission, Title XX II, CA Department of Health Care Services (DHCS)	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Judith Maass (Chief Executive Officer), Rima Matevosian (Chief Medical Officer)	Date: 07/18/2019
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