

# LAC+USC MEDICAL CENTER POLICY

Subject: <b>BROKEN CLINIC APPOINTMENT</b>	Original Issue Date: 4/16/02	Policy # <b>708</b>
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Departments Consulted: Outpatient Services and Access Center Ambulatory Care Committee Ambulatory Care Administration Nursing Services	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by:  (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

## PURPOSE

To establish a standardized Medical Center process for assuring that the continuity of care is maintained for patients who fail to attend a scheduled clinic appointment.

## POLICY

LAC+USC Medical Center's Ambulatory Care Administration shall develop and implement unit/service specific procedures to assure that the continuity of care is maintained for patients who fail to attend a scheduled clinic appointment. These procedures may include the initiation of follow-up protocols by trained registered nurses and/or other healthcare professionals. The procedures will be documented in the respective departmental policy and procedure manual or unit specific standards.

## DEFINITIONS

**Provider** For the purposes of this policy, provider includes attending staff, house staff, and mid-level practitioners.

## PROCEDURE

- a. Nursing staff shall provide a list of all patients who were identified as "no show" for their clinic appointment to the respective provider/or the supervising attending one hour prior to the end of the clinic session

Providers are responsible for reviewing the medical record of each patient who did not attend a scheduled clinic and determine an appropriate follow-up plan.

- b. Documentation of the follow-up plan shall be done in the patient's health/medical record and will contain the following information:
  1. Date of the broken appointment
  2. Need for appointment to be rescheduled
  3. Method utilized to notify the patient (telephone, telegram, mail) of rescheduled appointment.
  4. Time frame for rescheduled appointment (e.g. two weeks, next available, etc.)
  5. Provider signature

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- c. A patient's appointment will be rescheduled by clinic staff only upon receipt of an appropriate follow-up plan from the patient's provider.
- d. The implementation of the follow-up plan is the responsibility of the RN, LVN, or CMA.
- e. The assigned staff will document the implementation of the follow-up plan in the patient's health/medical record.
- A minimum of one attempt will be made to notify patients of their rescheduled appointment unless additional attempts are ordered by the provider, or if clinic specific procedures require additional attempts.

**PROCEDURE DOCUMENTATION**

Nursing Services Unit Structure Standards  
LAC+USC Medical Center Clinic Criteria Manual  
Departmental Policy and Procedure Manuals

**REFERENCE**

Joint Commission Standards (Provision of Care, Treatment, and Services)

**REVISION DATES**

May 5, 2005; February 11, 2014; April 11, 2017; August 21, 2020