

Standard Operating Procedure

Procedure Title:	No Showing Patients and Follow Up
Date:	1/26/23
Version:	3.0
Department:	Clinical
Approved By:	Brooke Gregory

Purpose: The purpose of this SOP is to outline the steps to take when a patient does not show for their scheduled appointment.

Procedure: The patient is scheduled for an office visit but do not show nor call and cancel the visit.

1. Medical Assistant to mark appointment as a no show in the chart:
 - a. Go to Quickview in patients' chart
 - b. Scroll to the bottom of the page and find the appointment for that day.
 - c. Click the blue hyperlink, [cancel or reschedule](#) then click the drop down for reason for cancellation:

Note/Reason

Reason for
cancellation

and

choose PATIENT NO SHOW.

- d. Send note in Athena Chat stating that you are no showing which providers patient for what time.
2. Medical Assistant to create a patient case stating that patient no showed for appointment, and they will follow up to reschedule patient.
 - a. Once documentation completed, click "save and add orders"

Save

Save and Next

Save and Add Orders

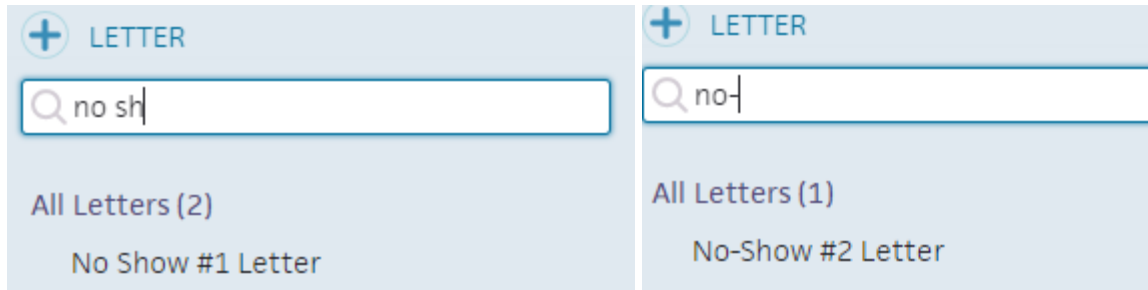
Save and Generate Chart

Save and Schedule

Cancel

- b. Click the + sign next to letters and choose the appropriate letter. I.e: "No Show #1 Letter" or "No-Show #2 Letter".

Letters 



- Once letter has been chosen, click the pts name then add. Choose “Approve now” then “Notify by Staff” and click “View or Edit”.

Letters (+)

No Show #1 Letter VIEW OR EDIT

To: MOUSE TEST, MICKEY E
Patient

Approval timing: Approve now

Delivery method: Notify by Staff

All letters addressed to patients will be sent to the Patient Portal upon approval regardless of the delivery method chosen.

Delete Approve

- Once in “View or Edit” add the date/time and provider of missed appointment then select Approve and save.
- Medical Assistant will then mail the patient the No-Show Letter.
 - For the first no show, send “No Show #1 Letter”
 - For the second no show, send “No-Show #2 Letter”.
- Medical Assistant to add note to yellow Alert Box in patient chart stating date patient no showed appointment and that “Letter #1” or “Letter #2” was mailed with your initials.
- Medical assistant to attempt to reach patient three times to reschedule appointment. If unable to reach them after the third attempt, send patient case to provider to notify of this.
- If patient no shows for a THIRD time, send patient case to clinical coordinator with all pertinent information to review and proceed with next steps if appropriate.

Proper follow-up is a vital part of patient care, and it is our responsibility to ensure that all steps have been taken to help facilitate this.