

**UCLA Health Ambulatory Practices Revenue Policy and Procedure**

Policy Name: Patient No-Show Policy		
Policy #: 015	Developed Date: April 2014	Approved Date:
Approved By:	Revision Date:03/2016	Revised By:

**I. Purpose**

UCLA Health ambulatory practices are expected to manage no-shows and late cancellations in the provider schedule and to provide office staff and providers with options regarding the treatment of patients who do not show for scheduled appointments.

**II. Policy**

Any patient who fails to arrive for a scheduled appointment without canceling prior to 24 hours in advance is considered a no-show. A patient that no-shows two times within a year within the same practice (365 days) may receive a letter via mail. If the patient continues to no-show greater than three times, he/she may be under consideration for discharge from the provider and/or practice.

## 015 No Show Policy Standard Operating Procedure

### **Procedure**

Patients who fail to cancel their scheduled appointment by notifying the provider's office at least 24 hours prior will be marked as a "No Show" in visit status:

- Update the EOD Status in CareConnect, indicating the patient was a no show at the end of day
- Two attempts will be made to reschedule an appointment for the patient
- After each attempt the details ,must be documented in CareConnect
- After (2) consecutive no-shows, the patient may be sent a missed appointment letter (available in CareConnect) via mail informing them of the importance of keeping their next scheduled appointment (manager will determine who within the practice sends the letter)
- Patients who no-show for more than three appointments within a (1) year period (365 days) may be dismissed from the rendering provider and/or practice according to UCLA Health Dismissal Policy

### **Dismissal of a Patient**

Refer to UCLA Health guidelines for the dismissal of a patient from the rendering practice