

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

Policy Name: Late Arriving Patients Policy		
Policy #: 016	Developed Date: April 2014	Approved Date:
Approved By:	Revision Date: 03/2016	Revised By:

I. **Purpose**

UCLA Health ambulatory practices will responsibly administer provider schedules, while meeting patient care needs within practice availability. Each practice will make every effort to accommodate patients who arrive later than 15 minutes after their scheduled appointment time.

II. **Policy**

A patient who arrives greater than 15 minutes after his/her appointment time is handled as a late arrival. The practice manager, in conjunction with the scheduled physician (if appropriate), will make every effort to accommodate the patient without negatively impacting other patient care needs.

016 Late Arriving Patients Policy Standard Operating Procedure

Procedure

A. *Late Arriving Patient Communication*

New patient packets will include content that states: “If you arrive late for your appointment, we will make every effort to accommodate you. You may be given the option to:

1. See another physician
2. Be rescheduled during current Clinic hours
3. Or you may need to be rescheduled to a different day.”

To keep practice staff informed, front office personnel will communicate patient arrival updates to the back office when a patient has not arrived at their scheduled appointment time. It is also the responsibility of the back office staff to monitor their schedule and patient arrivals.