

MISSED APPOINTMENT RECALL BINDER

PURPOSE:

- (1) Reschedule patients who missed an appointment to resume care.
- (2) Reduce number of appointments on schedule likely to no show.

INSTRUCTIONS:

- Print Missed Appointment Report of prior business day and place in Missed Appointment Recall Binder.
- Call missed appointments from prior day attempting to reschedule an appointment with the patient or confirm their next scheduled appointment if within the next couple of days.
- Leave a voicemail if possible if no answer.
- Enter outcome of call in *Comments* field of their missed appointment (e.g., *LVM (your initials) date; R/S appt to (date) (your initials) date; no vm so texted (your initials) date*).
- Cross off any patient names with whom you are able to speak to on the phone. Put "LVM (date)" next to any names for whom you left a voicemail and do not cross off name. If unable to leave voicemail, then attempt text and write down status next to patient name on report (e.g., *no vm, texted, date*). Do not cross off patient name unless you spoke with them.
- Make calls for any patient names not crossed off of previous 4 days of Missed Appointment Reports in the binder with process described above.
- Review Missed Appointment Report from 5 business days ago. Identify any PI cases who have not been crossed off. Review cases to ensure they have not rescheduled or kept a subsequent appointment. If they have NOT, then make a final call and text attempt to them and document it in the *Comments* field. Slack/communicate with the PI Liaison of any remaining PI account numbers with whom we have not been able to reestablish communication or care.
- Non-PI patients with 2 consecutive No Call/No Shows with future appointments scheduled should be notified (document notification) they will need to contact us to reestablish any future appointments (cancel their future appointments)
- Shred Missed Appointment reports older than 5 business days.