

## CAPITAL AREA HEALTH NETWORK PATIENT POLICIES

Capital Area Health Network (CAHN) is committed to providing excellent medical and dental care to each of its patients. This goal is made substantially more difficult when patients arrive to their scheduled appointment late, fail to appear for their scheduled appointments, or timely cancel them. The “Late Arrival” and “No Show/Cancellation” policies are implemented to address these situations.

### Late Arrival Policy:

- Patients are asked to arrive to their appointments before their scheduled appointment time. New patients are to arrive 30 minutes before their appointment time. Established patients are to arrive 20 minutes before their scheduled appointment time. This allows enough time for the registration process to be completed before the actual appointment time.
- A grace period of 10 minutes will be permitted for unforeseen delays a patient may encounter while travelling to the specified location for their appointment. If a patient arrives more than 10 minutes late for their appointment, the patient will be given the option of being seen that day as a walk-in, if the schedule permits; or reschedule the appointment for a later date. This process will ensure patients that do arrive on time are seen in a timely manner.

### No Show/Cancellation Policy:

- A “No Show” is a patient who fails to appear for a scheduled appointment without providing a 24 hour cancellation. Also, a rescheduled appointment that is less than the 24 hour rule is considered a cancellation and is treated as such.
- To assist the patient in keeping appointments, Patient Service Representatives (PSRs) initiate a reminder telephone call 48 hours before the patient’s scheduled appointment. During the reminder call the patient is offered the opportunity to either confirm or reschedule the appointment. All reminder calls are documented in the patient’s electronic health record (EHR). Following the reminder call (or appointment confirmation), the patient is responsible for cancelling or rescheduling the appointment no less than 24 hours before the scheduled appointment.
- If the PSRs are unable to directly contact the patient, the PSRs leave a voice message indicating the date, location and time of the patient’s appointment. It is the responsibility of the patient receiving the voicemail to confirm, cancel or reschedule 24 hours before the scheduled appointment. All reminder calls are documented in the patient’s electronic health record (EHR). If the patient’s phone is “out of service” or not receiving calls, the patient is responsible for keeping the scheduled appointment.
- All patients will have no more than **three (3)** no show appointments and/or cancelled appointments.
- All patients who have **three (3)** no show appointments and/or cancellations will no longer be permitted to schedule appointments at CAHN and can only be seen as a walk-in patient.