

NORTHERN VALLEY INDIAN HEALTH, INC.

**ADMINISTRATIVE
POLICY MANUAL**

Policy #	ADM # 002
Approval and/or Review Date:	11-29-2022
Policy Holder:	CEO
Replaces Policy Dated:	5-21-2015; 02-03-2017; 08-12-2019; 03-25-2021; 05-11-2023
Next Review Date:	05-2024

Clinic Appointment Policy

PURPOSE

In order to maintain quality patient care and timely access to care, the following established guidelines regarding appointments with NVIH healthcare clinics are to be followed:

POLICY

New Patient Appointments:

1. New patients unable to keep their scheduled initial appointment must notify the Clinic staff. Notification must be made by no later than one business day in advance of the intended cancellation. Failure to do so is considered a missed (no-show) appointment.
2. New patients who miss their scheduled initial appointment twice will not be rescheduled.*(Exceptions may be authorized by the Lead Provider or Department Director.)

Established Patient Appointments:

1. Patients unable to keep a scheduled appointment must notify the Clinic staff no later than one business day in advance of the scheduled appointment of the intended cancellation. Failure to do so is considered a missed (no-showed) appointment.
2. Arriving more than ten minutes late for a scheduled appointment may result in the Clinic Site Manager determining the patient has missed (no-showed) the scheduled appointment. Primary goal is to continue to see the patient if at all possible.
3. Late arrival for any same day appointment scheduled for 15 minutes or less will not be seen by the provider due to limited length of time and will be considered a no-show.

4. Patients will be considered a high risk no-show patient if patient misses two appointments within a 12-month period and may receive a notification from NVIH with information of future inability to reserve individual scheduled appointments time slots. Notification will inform patient the option of being seen as a stand-by or same-day patient appointment as available.
5. If after three missed appointments in a 6-month period a patient continues to miss appointments, the patient may be dismissed from the associated clinical services altogether as a direct result of being “noncompliant to treatment,” at the Clinic Provider’s discretion. A stand-by or same-day work-in option will be considered for Native American patients. **
6. If patient is allowed to continue after three missed appointments in a 6-month period and continues to miss future appointments, patient will be dismissed from the associated clinical services at the discretion of the Department Director***. A stand-by or same-day work-in option will be considered for Native American patients. **

DEFINITIONS

New Patient: A person who has not previously been registered within the NVIH system; or, a patient who has been registered within the NVIH system but has not had an established care visit; or, a patient who has been registered within the NVIH system but has not been an active patient for at least three years.

Stand-by: Patient will be scheduled in a time slot that would be considered a double-booked space. Staff will work efficiently to seat/room the patient in a timely fashion. Patient should expect to have some delay in seeing the provider. Visit type will likely be limited in focus depending on available time (e.g.: Dental treatment may be limited to limited exam/minor treatment).

Same-day: Patient will call in the same day and be advised on availability/arrival time for a same-day work in appointment as available at associated site. Staff will work efficiently to seat/room the patient in a timely fashion but minor delays may occur.

SCOPE

All Clinical and Patient Support Staff

FORMS/INSTRUCTIONS

* Native American patients will be placed on a stand-by or same day work-in option.

**Dismissal of patients will be considered, in accordance with the Patient Termination Policy.

***Physical Therapy, Pain Management/MAT, Podiatry and Primary Care are considered separate medical department services. No shows are counted separately for each of these

medical department services. Nutrition and Back office no show counts are not included in determining next steps for management of patient scheduling.