



Policy and Procedure

Policy Name:	Protocol for Notifying Patients of Appointments		
Effective Date:		Revision Date:	
Department(s)/Site(s):			
Document Owners:			
Approved By:			
Relevant Law/Standard:	California Department of Health Care Services under Title 22, California Code of Regulations, Section 53230. (Requires the review and certification of Primary Care Practitioner (PCP) sites.) Department of Health Care Services (DHCS) All Plan Letter 20-006, Site Reviews: Facility Site Review and Medical Record Review		

Purpose:

To maintain an organized system that is clearly evident (in use) for scheduling appointments appropriately, notifying and reminding members of scheduled appointments, and following up of missed or canceled appointments. Systems, practices and procedures used for making services readily available to patients will vary from site to site.

Policy:

Staff/ Automated system shall notify and remind members of scheduled and/or preventive screening appointments.

Procedure:

Notification of up-coming scheduled routine/preventive appointment: Choose appropriate option for clinic.

Option 1: Staff will call to remind patients of their schedule routine, preventive appointments ____ day(s), hours prior to appointment.

Option 2: The automated system _____ will phone/text/email to reminder patients of their scheduled routine, preventive appointments ____ day(s), hours prior to appointment.

First Name Last Name – Title

Date

First Name Last Name – Title

Date

The material in this document is a knowledge-sharing tool provided by the FSR team to enhance compliance with Facility Site Review requirements. All content is for informational purposes and may be used and/or modified according to site-specific practices. Ensure appropriate review and approval by site management prior to adoption.