



Policy and Procedure

Policy Name:	Missed or Cancelled 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 ensure patients are provided the opportunity to reschedule canceled and missed appointments. Missed appointments are an avoidable cost and resource inefficiency which impact upon the health of the patient and treatment outcomes.

Policy:

Staff will follow up on missed and/or canceled appointments via phone, text, mail or Email. At least two attempts to reach the patient will be made and documented in the patient's record.

Procedure:

Staff or automated system will make two outreach attempts by _____(phone/text/Email/mail) for missed and/or canceled appointments.

Staff or automated system will document outreach attempts in the patient's Medical Record.

First Name Last Name – Title

Date

First Name Last Name – Title

Date

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