I. **Scope:** This policy applies to all Student Health Services (SHS) staff.

II. **Purpose:** To establish a procedure for managing broken appointments, including no shows and late arrivals, and incomplete visits at SHS.

III. **Policy:** Cancelled appointments, broken appointments, and incomplete visits complicate patient care and interfere with patient progress. Patients are expected to give at least a thirty (30) minute notice if they cannot keep an appointment.

IV. **Procedure:**

1. **Definitions**
   
   1.1 A cancelled appointment is defined as a patient notifying SHS of the cancellation at least thirty (30) minutes in advance of the scheduled appointment time.
   
   1.2 A broken appointment is defined as a patient not appearing at the appointed time and failing to cancel the appointment at least thirty (30) minutes prior to the scheduled appointment time. Broken appointments include no shows and late arrivals:

   a. A no show is defined as a patient failing to appear at the appointed time without providing notice.

   b. A late arrival is defined as a patient failing to arrive at their appointment at the scheduled time.

   1.3 An incomplete visit is defined as a patient appears for scheduled appointment, but does not stay for the duration of the appointment and complete all scheduled components.

2. **Cancelled Appointments**

   2.1 Patients should be advised when making appointments that notice of cancellation must be given thirty (30) minutes prior to the scheduled appointment at minimum, allowing the appointment to be filled by another patient. Student Health Services asks that the
patient cancel two hours prior to the scheduled appointment time if possible as a courtesy, but will accept thirty (30) minute notice without penalty to the patient. If the patient fails to provide at least thirty (30) minute prior notice, the patient will be assessed a no show fee in the amount of ten (10) dollars.

2.2 Physical therapy appointments must be canceled twenty four (24) hours in advance. Patients are notified of this policy in their new physical therapy patient information. If sufficient notice is not provided, the patient will be assessed a ten (10) dollar no show fee.

3. Broken Appointments
3.1 No show
   a. Patient does not check in for appointment
      i. No action is required. The system will automatically generate a no show fee of ten (10) dollars, as long as no entries are made into the chart.

3.2 Late Arrival
   a. Patient arrives late to an appointment
      i. The registration desk will apply a late tag to the appointment on the dashboard and send the patient to the clinical front desk.
         a. Patient arrives up to 10 minutes after their scheduled appointment time
            i. Patient will be checked in and initial assessment will begin
         b. Patient arrives eleven (11) to twenty (20) minutes after their scheduled appointment time
            i. Desk staff will notify provider of late arrival and the provider will determine if patient can be seen.
            ii. If the provider determines the patient cannot be seen, the patient will be directed to the advice nurse/appointments department to reschedule.
            iii. If the advice nurse/appointments department is directed to reschedule the appointment by the provider, the Appointment Associate will open the encounter and select the scenario tab. Under Advice Nurse, there will be a late arrival scenario that will be applied. The record will then be locked to prohibit clinical support staff from charting under the wrong appointment. The scenario will generate a late arrival fee of ten (10) dollars.
   c. Patient arrives greater than twenty (20) minutes after their scheduled appointment time
      i. Patient will be directed to reschedule appointment and late arrival fee of ten (10) dollars will be assessed.

4. Incomplete Visits
4.1 Patient checks in for appointment, but leaves before initial assessment begins.
   a. The checked-in status is removed from the appointment.
   b. Provider codes an incomplete visit. Provider may confer with Reimbursement Specialist if questions arise concerning how to code encounter.
   c. The patient is assessed a ten (10) dollar fee.

4.2 Patient checks in for appointment, initial assessment is taken, but patient leaves before appointment
   a. Provider documents in the “P” portion of the SOAP note in the chart that the patient left prior to the appointment and include any additional information.
b. Provider codes an incomplete visit. Provider may confer with Reimbursement Specialist if questions arise concerning how to code encounter.
c. The patient is assessed a ten (10) dollar fee.

5. Denial of Advance Appointments
5.1 Student Health Services may deny patients future eligibility to schedule advance appointments if they have a history of three (3) or more broken appointments within a one-year time period (defined as the academic year of Autumn Semester through Summer term). Same-day appointments may still be scheduled as available, and urgent care needs will be referred to the Advice Nurse.
5.2 Patients will be notified by letter of denial of advance appointments.
5.3 Denial of advance appointments due to excessive broken appointments will also result in the deactivation of My Buck MD Connection, prohibiting patients from scheduling appointments online.