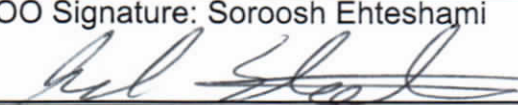




MAGNOLIA MEDICAL GROUP

POLICY

Document ID: MMNSLC	Title: Appointment Cancellation, No-Show, and Late Arrival Policy	Effective Date: January 3, 2021
Version 1.0	Approval Date: December 15, 2020	
COO Signature: Soroosh Ehteshami		
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PURPOSE:

It is the policy of Magnolia Medical Group to monitor and manage appointment no-shows, late cancellations and late arrivals for all appointment types including medical, psychiatric, group and individual counseling. This is necessary to ensure that we are able to provide timely access for all patients to our providers and counselors.

GUIDELINES:

Patients wishing to cancel or reschedule an existing appointment must do so at least 4 hours prior to the scheduled appointment time. Any patient who fails to arrive, in person or via telemedicine, for a scheduled appointment without canceling or rescheduling the appointment at least 4 hours prior to the scheduled time will be considered a "no-show".

Established Patients: More than four (4) no-shows (combined between all appointment types) in a 60-day period will result in a more intensive intervention with one of the following: Social Work/Case Manager, Practice Manager, Counselor or other staff to address and problem solve the inability to make it to an appointment.

- Patient must attend meeting with the specified clinic staff
- Patient must attend a minimum of once per month counseling appointment at Magnolia
- Patient must attend counseling appointment, at Magnolia, prior to receiving prescription
 - If patient fails to make the above appointment to address missed appointments, the patient needs to write a letter explaining
 - Why they need to be kept in the program and request that they be given a final chance to remain in the program;
 - Commit in writing to giving a 4 hour notice for appointment rescheduling/cancelling.
 - If the commitments are not kept, the patient will be discharged from the program for 30 days and if they choose to return they will begin as a weekly patient. For discharging any patient, please refer to the Magnolia Medical Group Discharge Policy.

New Patients: Patients seeking to establish care with Magnolia Medical Group who fail to cancel or re-schedule their initial New Patient appointment at least 4 hours prior to the scheduled appointment are also considered to be “no-shows”.

- The second instance of no-showing for their initial appointment will result in a meeting with the Social Work/Case Manager who will work to remove obstacles to the first appointment.
- If applicable, the Social Work/Case Manager will reschedule the patient for their New Patient appointment.
- If patient misses the third appointment, patient must wait 30 days before making another appointment.

Late Arrival: If a patient is more than 10 minutes late to their appointment, both in-person or telemedicine, the appointment may be cancelled and need to be rescheduled. Patients arriving late may also be asked to wait to be seen until the provider has an opening in their schedule.

COMMUNICATION:

MAGNOLIA MEDICAL GROUP EMPLOYEES - All Magnolia Medical Group employees will be notified of the Appointment Cancellation, No-Show, and Late Arrival Policy upon approval of the policy, during new employee orientation and upon each new revision of the policy.

CLINIC - Finalized policy will be added to Magnolia Medical Group’s website and will be posted throughout the clinic two weeks prior to the January 3, 2021 implementation.

NEW PATIENTS - All new patients will be notified of the policy and required to sign the policy “Patient Notification Document” when they complete their new patient paperwork.

ESTABLISHED PATIENTS -

Telemedicine Appointments: Admissions Representatives or team member scheduling patient will take time to review the policy with every patient.

In-Clinic Appointments: Front Desk staff will review policy with patient directly after arriving patient, checking global alerts and collecting copay.

All Established Patients (telemedicine and in-clinic) will also be required to re-sign the Patient Notification Document during renewal of their Annual Paperwork.