

<b>RIDEAU COMMUNITY HEALTH SERVICES POLICIES AND PROCEDURES</b>		<b>NUMBER: SD 100</b>
		<b>TYPE: Service Delivery</b>
Policy Owner:	Director, Primary Care Programs	<b>DEVELOPED ON: November 2002</b>
Approved by:	Leadership Team	
Revised:	Dec. 2005, Nov. 2009, Dec. 2016, Jan. 2020	
Reviewed:		

## **MANAGING NO SHOWS AND LATE ARRIVALS**

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### **Policy:**

RCHS supports the expectation that clients will take responsibility for attending scheduled appointments and will take appropriate action for “no shows” and late arrivals.

### **Preamble:**

RCHS is committed to providing quality and accessible care to all registered clients. “No Shows” are detrimental to the individual who has missed his/her appointment and therefore missed follow up care. “No shows” also impact RCHS’s ability to offer scheduled and timely appointments to other clients.

“No Shows” will be addressed in a timely manner. Consistent “no shows” will be processed through consultation with the client, provider and supervisor. Supporting documentation will be kept in the client record. Consistent “no shows” may result in limited access to clinic services up to and including termination of service.

While frequent “no shows” are unacceptable, RCHS is aware that some “no shows” are sometimes unavoidable due to various conditions, diseases, disorders, misunderstandings or unusual circumstances. In these instances, the provider will assess the situation and work with the client and other staff involved to find solutions to keep scheduled appointments and/or to appropriately cancel scheduled appointments.

### **Definition:**

“No Show” is the term used to describe an appointment which:

- a. the client has not kept and has not cancelled
- b. the client arrives more than 15 minutes after the scheduled appointment time

### **Procedure:**

1. The intent of the following procedure is to address those clients who repeatedly fail to show for their appointments for no apparent reason and not those who have difficulty attending appointments due to barriers.
  - a. Clients are advised to notify the organization as soon as possible if they cannot make an appointment so someone else can be seen. If they do not cancel, it will be classified as a “no show”. This information is provided in the client’s initial orientation, through written documentation and on the waiting room monitor.

- b. Coding an appointment as a no show does not happen automatically and must be done manually. Once it's clear the client is not arriving, the most responsible staff member will mark the client as a no show by right clicking client name and choose 'no show' in the electronic scheduler.
- c. When a client has not shown for more than 2 appointments within a period of 12 months, the circumstances related to the no show will be reviewed by the supervisor and relevant clinician. If deemed appropriate the RCHS staff person(s) involved will review the circumstances affecting the client's ability to attend his/her appointments. The parties involved will attempt to eliminate barriers negatively affecting attendance. If necessary clients will be called by the supervisor or designate to discuss the missed appointments
- d. Should clients continue to 'no show' written notice will be sent to the client and/or their primary care provider where relevant (**see Appendix A and B - Frequent No Show letters**).

Continued and persistent no shows may result in termination of service. Refer to policy SD-200 Terminating Client Relationships.

2. Late Arrivals

In the spirit of respect for all clients and health service providers of RCHS, timeliness procedures have been created to minimize the disruptions caused by late arrivals. A client arriving late risks having a visit that fails to address all health matters optimally, and also potentially delays subsequently scheduled clients.

- a. All clients are to be encouraged to arrive ten minutes prior to the actual time of their appointments with health service providers.
- b. All clients arriving late are to be cautioned that their appointment may be shortened accordingly.
- c. In the event that a client arrives ten minutes or more past the time of their scheduled appointment the health service provider will determine whether the appointment can proceed as planned, or whether in the interests of the client and of all subsequently scheduled clients would be better served by offering to rebook the client's appointment.
- d. Certain mitigating factors may influence the provider's decision, such as the urgency of the reason for the appointment, the amount of time remaining in the originally booked appointment, as well as the factors causing the lateness.
- e. A recurring pattern of late arrivals with a health service provider may lead to a review of services with the provider and/or supervisor where relevant.

**Associated Policies**

SD 200

## **APPENDIX A**

### **No Show Letter**



Dear:

It is the expectation of RCHS that our clients will take responsibility for attending their scheduled appointments or to call to cancel at least 24 hours prior to appointment time.

Our records indicate that you had appointments booked at RCHS on the following dates, \_\_\_\_\_, which you did not keep and did not call with adequate notice to cancel. When you fail to notify us that you were unable to come, it means someone else who is waiting misses out on that appointment time.

We understand that sometimes circumstances prevent you from keeping appointments, please let us know if there is anything we can do to help you get to your appointment.

Please call me at this number \_\_\_\_\_ to discuss these missed appointments prior to booking any further appointments at RCHS.

Yours truly,

Name: \_\_\_\_\_ Title: \_\_\_\_\_

cc: client record

**Rideau Community Health Services - Smiths Falls Site:**

2 Gould St. Unit 118  
Smiths Falls, ON K7A 2S5  
PHONE: 1-877-321-4500 or (613) 284-2558  
FAX: (613) 284-2591

**Rideau Community Health Services - Brockville Site:**

100 Strowger Blvd., Suite 107,  
Brockville, ON K6V 5J9  
PHONE: (613) 498-1555  
FAX: (613) 498-9922

Email: [info@RideauCHS.ca](mailto:info@RideauCHS.ca) Web: [www.rideauchs.ca](http://www.rideauchs.ca)

**APPENDIX B**

**Memo to Primary Care Provider**



Rideau Community  
Health Services

Your Community Health Centre

Date:

Client:

To: \_\_\_\_\_ Fax #: \_\_\_\_\_  
(Provider Name)

On behalf of the Diabetes Education Program, thank you for your client referral.  
Rideau Community Health Services has:

- Called this client 3 times with no answer; have not been able to reach.
  - Left 3 messages for this client with no return call as of yet.
  - Spoke with this client and they refused our services.
  - Booked this client; however, the client has repeatedly 'no showed/cancelled' appointments.
  - Seen this client previously but we have not been able to reach or schedule client for follow up appointments.
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If diabetes support services are still required for your patient, please re-refer or have client contact us at the numbers shown below.

Please contact our office if you have any questions or concerns.

Sincerely,

Name: \_\_\_\_\_ Title: \_\_\_\_\_

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