



## Broken Appointments

**Purpose:** To guide the management of dental patients who do not keep appointments or cancel without sufficient notice and maximize access to care for those patients who are responsible for keeping scheduled appointments.

**Policy:** Patients who fail to keep 3 appointments will be contacted directly by front office staff or call center. They will be notified they can no longer schedule any further appointments. Patients will be placed on Same day Standby appointments for 12 months following their most recently failed appointment.

- **Patients on same day standby status will not be able to schedule any future dental appointments for 6 months**
- **Patients on standby status who wish to have dental treatment done are encouraged to call the office on the morning of the day they can come in. If there are cancellations or openings available, they may be scheduled for that day only.**
- **Patients with multiple future dental appointments who are unresponsive to Northshore's attempts to confirm their remaining appointments will have their future appointments cancelled.**

**Procedure:** All new patients in the Dental Program @ *Northshore Health Centers* receive a copy of the broken appointment policy and will be required to sign an acknowledgment of the policy which will be placed in their dental record.

As a courtesy, we make several attempts to remind patients of their scheduled appointment, however they are still responsible for remembering their appointments regardless of a successful reminder. Patients who do not arrive for an appointment or cancel without a **24-hour** notice will be documented as having missed an appointment and be advised of the consequences of missing an appointment.

Broken appointments will be categorized as follows:

- **NO CALL NO SHOW** - Patient was not present for their scheduled appointment, and made no attempt to inform us.
- **SHORT NOTICE CANCEL** - Patient did not show at scheduled appointment time, requested cancel/ reschedule after the time their appointment was scheduled to start.
- **LATE ARRIVAL/Couldn't Accommodate** - Patient arrived more than 15 minutes after the scheduled time for their appointment and was not able to be worked into the schedule that day.

Broken appointments will be tracked using dental-specific codes for each of the three categories, Front desk and call center will be primarily responsible for recording broken appointment data for the purpose of enforcing the broken appointment policy.

Once documented as having violated the no-show policy, in order to be considered for further treatment patients will be required to be placed on standby status for 12 months and can only have appointments if and when we have changes in the schedule.

This policy will be reinforced uniformly by all dental staff at *Northshore Health Centers*.