

## Kitchener Downtown Community Health Centre

### Type of Policy:

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|---|--|
| <input type="checkbox"/> Administration (A)               | <input type="checkbox"/> Client Services General (CG)        |
| <input type="checkbox"/> Board of Directors (B)           | <input type="checkbox"/> Client Services Programs (CP)       |
| <input type="checkbox"/> Financial (F)                    | <input checked="" type="checkbox"/> Primary Care (PC)        |
| <input type="checkbox"/> Human Resources (H)              | <input type="checkbox"/> Acquired Brain Injury Program (ABI) |
| <input type="checkbox"/> Information Systems (I)          | <input type="checkbox"/> Diabetes Education Program (DEP)    |
| <input type="checkbox"/> KDCHC Governing Principles (K)   |  |
| <input type="checkbox"/> Occupational Health & Safety (S) | <input type="checkbox"/> Volunteers (V)                      |

**Policy No: PC 0201**

**Title: “No Shows”: Repetitive Failure to Attend Primary Care Appointments**

### Policy

A client is expected to give KDCHC at least 24 hr notice if they are unable to attend their KDCHC Primary Care Appointment. The client is made aware of this expectation during their New Client intake meeting. This will be included in the “New Patient Orientation Booklet” and posted on the KDCHC –TV and promoted through the KDCHC newsletter.

It shall be recorded as a “No Show” when the client fails to attend their appointment without having given proper 24 hr notice.

KDCHC will take into consideration that there may have been extraordinary events that lead to the patient’s inability to provide proper notice, however, a repetitive pattern of ‘No-Shows’ will be addressed by the Director of Primary Care.

### Rationale

Addressing “No Shows” is important because a ‘No Show’ actually prevents another client from having an opportunity to use that particular appointment. KDCHC cannot continue to provide pre-booked appointments for the client who repetitiously fails to attend or who fails to provide adequate cancellation notice. The missed appointment actually causes a double waste: the client’s wasted appointment becomes a missed opportunity for another client. This is undesirably wasteful of a limited resource.

### Procedure

As staff become aware of a client’s repetitive behaviour in failing to attend their primary care appointments:

1. The Provider will alert the Director of Primary Care of the client who has repeatedly been a ‘No show’ for their appointments.

2. A review of the client's scheduling history may need to be compiled to confirm behavioural pattern.
3. The MRP or the Director will endeavor to have a face to face conversation with client to make them aware of their behaviour. It is preferred to have a discussion with client face to face or by phone.

A letter will be prepared if neither face to neither face nor phone conversations were possible. It is important that the client be made aware of their behaviour and the effect this has on others.

4. The MRP or the Director will explore with the client why they have not been able to reliably attend their appointments. The intent of conversation is to help the client recognize and take ownership of their actions and make changes to improve their attendance. Strategies may include offering drop in appointments for a period of time or only scheduling the client for an appointment on the 'same 'day. Strategies may be time limited to determine client motivation.
5. "Letter of Expectation": The Director of Primary Care will prepare a Letter of Expectation (See Addendum). The letter will express to the client that it will be expected that they shall attend their appointments or cancel them by having given proper advanced notice. A copy of this letter will be scanned to the electronic health record. An Alert should be placed on the chart so that all staff (providers and reception) is aware that the client has received the first level of warning.
6. Letter of "Risk of Termination": If the patient continues to fail to attend another appointment, the Director of Primary Care will prepare a "Risk of Termination" Letter outlining that the client is at risk of being discharged for the continued inability to attend their appointments. A copy of this Letter will be scanned into the electronic health record.
7. "Letter of Termination": If need be, the Director of Primary Care will prepare a "Letter of Termination". This letter will be delivered by registered mail to the client. A copy of this Letter will also be scanned into the Electronic Health Record. The letter shall include information about where the client may access health care (e.g. Urgent Care Clinic and Health Connects) to assist them to find a new provider.

**This policy will be posted to the KDCHC website.**

**Approved By: Eric Goldberg, Executive Director**

**Date: January 4, 2017**

**Addendum: Letter of Expectation**

Policy PC 0201 “No Shows”, Repetitive Failure to attend Primary Care Appointments

KDCHC Letterhead

Date

The client’s address

Dear \_\_\_\_\_ (client’s name)

I am writing this letter to confirm our conversation of \_\_\_\_\_ (date).

The Centre expects that you will call at least 72 hours in advance to notify us that you are unable to attend your pre-booked appointment. Please call KDCHC at 519-745-4404 Main Line to let Reception know that you must cancel your appointment. I ask that you notify KDCHC at least 72 hrs in advance in order that we may offer that appointment time to another client.

Thank you

\_\_\_\_\_  
Director of Primary Care Services

cc: chart file