

BRAZOS VALLEY COMMUNITY ACTION AGENCY, INC.
Health Services

Policies and Procedures

Policy Subject/Title: Missed Appointment
Applicability: All Brazos Valley Community Health Clinics
Purpose: To standardize the process of documentation and follow up on Missed Appointments

Policy: Any time an appointment has been missed, it will be documented in the patient's hub under the "Notes" section in eCW.

Procedure: The day after the missed appointment, a designated staff member from each clinic will contact all the patients from the previous day's schedule with "No show" and make notes in the patient hub under "Notes" in eCW about the information received from the patient regarding the missed appointment.

For Family Planning appointments please use the following guidelines:
Check the patient account for preferred method of follow up to contact the patient listed as either 1) Mail, 2) Phone or 3) No contact.

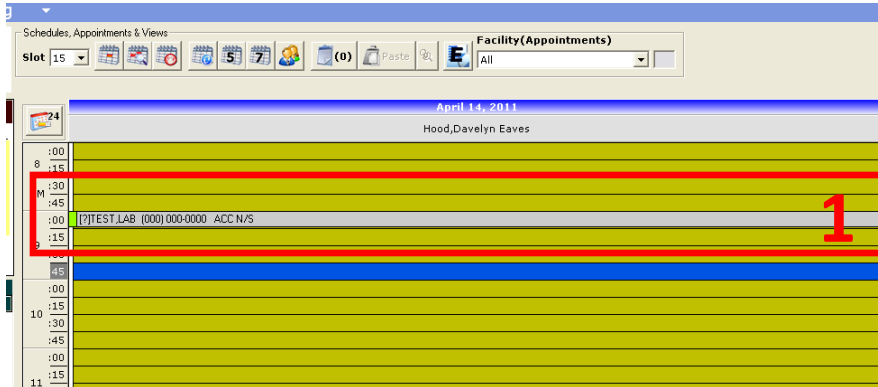
Make proper notes in patient record:
Use time/date stamp: FTKA on (insert date); contacted patient on (insert time and date); actions taken and initials of person entering note

ENCLOSURES:

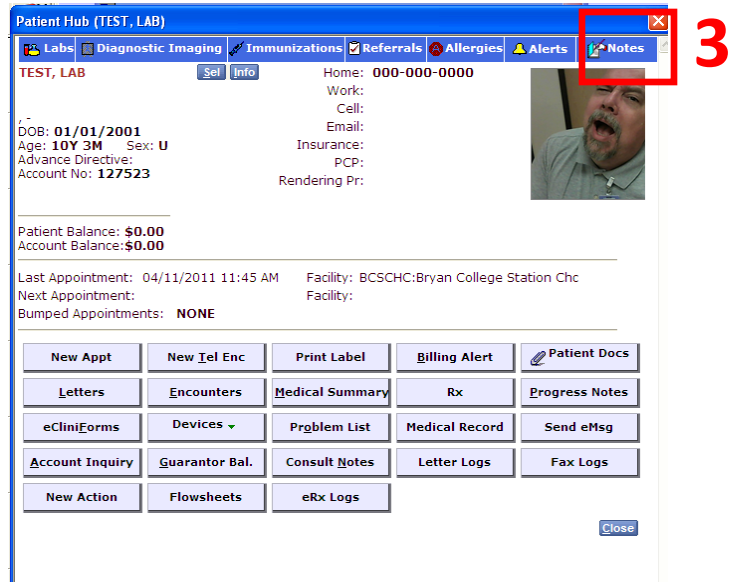
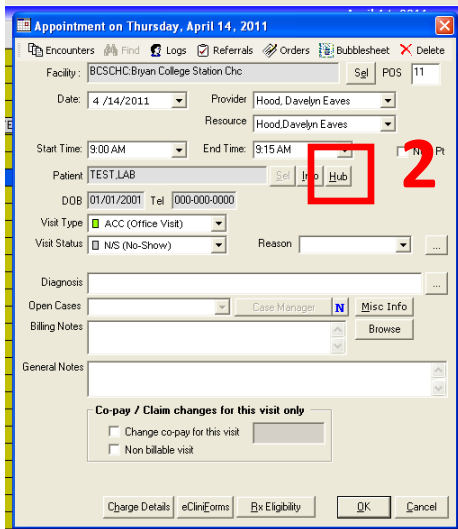
- 1) How to document missed appointments in eCW

How to document missed appointments in eCW

1. On the previous day's schedule, look to see who was a "No Show"
(It will be gray)



2. Double-click the patient's name to open the appointment window, then click "Hub"



3. In the "Hub" Click "Notes" and enter the appropriate information as described above.

