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Owner Brenda Yost: VP Specialty Services  
Policy Area Administration  
References Policy

## Patient Attendance Policy

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### PURPOSE:

At Confluence Health, our mission is to deliver exceptional care and service to every patient we serve. In alignment with this commitment, we recognize the importance of respecting the time and resources of both our patients and our healthcare professionals.

The purpose of this policy is to ensure the delivery of timely healthcare services and minimize the occurrence of missed appointments across all facilities. This policy reinforces our dedication to nurturing a culture of accountability, mutual respect, and excellence in patient care delivery, ultimately leading to improved health outcomes and satisfaction for all. We understand there are barriers that may impede timely arrival and are invested in helping identify resources to make this easier.

### DEFINITIONS:

- **No Show** – patients who missed their scheduled appointment and did not provide prior notice regarding their cancellation.
- **Late Cancellation** – patients who cancel an appointment less than 48 hours before their scheduled appointment time.
- **Late Arrival** – patients who arrive more than 10 minutes late for their scheduled appointment time.

### POLICY:

Our goal at Confluence Health is for patients to arrive on time for their scheduled appointments. We will try to accommodate late-comers, however, should a patient **arrive more than 10 minutes late or arrive late to a short appointment**, the appointment may need to be rescheduled. This decision will be made at

the discretion of the provider and practice. A rescheduled appointment will be considered a late cancellation.

While we empathize with the potential for unforeseen circumstances, it is important to acknowledge that when an appointment is missed without prior notice or canceled on short notice, it disrupts not only our clinic schedules but also restricts our ability to deliver timely care to all our patients.

In the event a patient has incurred **three (3) documented no-shows and/or late cancellations within a rolling 12 months**, the patient's scheduling privileges for that clinic location will be suspended for all non-emergent appointments until an attendance meeting is held between the patient and the clinic leader. The purpose of the attendance meeting is to identify barriers to timely attendance and help identify solutions. If a patient is unable or unwilling to meet the attendance agreement terms, then they may be subject to dismissal from the provider and/or clinic's care in accordance with this policy.

In the event a patient has incurred **four (4) documented no-shows and/or late cancellations within a rolling 12 months**, the patient may be subject to dismissal from the provider and/or clinic's care for a minimum of 12 months. Such decisions are made following a thorough review of the patient's care needs and are at the discretion of the provider and clinic. In situations where there are exceptional circumstances, such as limited access to care for the patient, alternative solutions may be considered.

When a provider-patient relationship is terminated, a patient will be given up to 30 days to establish care elsewhere before urgent care needs are no longer accommodated. If a patient is dismissed from a provider or clinic, they have the right to appeal this decision through Risk Management.

## ACKNOWLEDGEMENT:

Have patient sign attached form: [Patient Attendance Agreement - English](#)

**\*\*Note: policy must be published on the Confluence Health website as updates occur**

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## Attachments

[Patient Attendance Agreement - English.pdf](#)

## Approval Signatures

Step Description	Approver	Date
PolicyStat Administrator	Crista Davis: Regulatory Standards Coordinator	6/26/2024

CEO	Andrew Jones: Chief Executive Officer	6/26/2024
CACNO	Brian Barry: Chief Ambulatory & Clnc Network Officer	6/26/2024
CNO	Kelly Allen: Chief Nursing Officer	6/26/2024
	Brenda Yost: VP Specialty Services	6/25/2024

## Standards

No standards are associated with this document