

Denver Indian Health and Family Services, Inc.

Policy & Procedure

Subject: No Show Policy		
AAAHC Standard:		
Effective Date: 08/09/2019	Revised Date:	Approved:
Distribution: All Clinic Staff		Owner: Administration

PURPOSE: To provide availability of appointment for all patients in need of care and to reduce the incidence of lost revenue from no-shows at Denver Indian health and Family Services, Inc. (DIHFS).

POLICY:

Note: The following No Show Policy will be included in our patient registration packet and will be instituted upon approval.

Denver Indian Health and Family Services is proud to be able to provide basic Medical, Dental, and Behavioral Health services to our community. There is a great need for these services. Clinic services are valuable to our community and can be costly.

We, at Denver Indian Health and Family Services, understand that sometimes you need to cancel or reschedule your appointment and that there are emergencies. However, when patients do not notify our office prior to missing the appointment it effects both the community and the clinic.

If you are unable to keep your appointment, please call us as soon as possible (with at least a 4-hour notice). You can cancel appointments by calling the following number: (303-953-6600)

To ensure that each patient is given the proper amount of time allotted for their visit and to provide the highest quality care, it is very important for each scheduled patient to attend their visit on time. As a courtesy, an appointment reminder call to you is made/attempted one (1) business day prior to your scheduled appointment. However, it is the responsibility of the patient to arrive for their appointment on time and if your phone number changes to call DIHFS to update new phone number.

We have instituted a policy for our programs.

PLEASE REVIEW THE FOLLOWING POLICY

CLINIC POLICY:

- Only two “No Shows” per 6 months will be allowed for services at DIHFS.
- All clients are requested to sign the No Show policy at the time of registration.
- 1st No Show: Patients account is noted of first “No Show-1

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- 2nd No Show: Patients account is noted of second “No Show-2” and restricted from scheduling future appointments.
- If you are more than 15 Minutes for your late for your appointment, you will be considered as a No Show and you will need to reschedule your appointment.

Notification Requirements and Penalties:

Medical and Behavioral Clinic: Cancellation of appointments must be made 4 hours prior to the appointment. After the second No Show the patient will be placed on a “same-day call status” for a period of 6 months. Any patient on the “same-day call status” will not be allowed to schedule appointments in advance and must call the day they want to be seen by a provider. If there is no appointment available, the patient may come into the clinic and wait to be worked into the schedule but no guarantee of being seen.

Dental Clinic: Cancellation of appointments must be made 24 hours prior to the appointment, due to the complexity of filling a lengthier dental appointment. After the second No Show, you will not be able to schedule an appointment in dental for the next 6 months and can only be seen as “emergency basis only”. ***If you NO SHOWS appointment you will automatically lose your \$20.00 dental copay.***

I have read and understand Denver Indian Health and Family Services No Show/Missed Appointment Policy. I understand my responsibility to plan appointments accordingly and notify Denver Indian Health and Family Services appropriately if I have difficulty keeping my scheduled appointments.

Note: This will not be indicated in the policy but will be a procedural formality. Barriers for behavioral health patients will be identified during the intake or treatment process. Examples: transportation, lack of childcare, limited behavioral health services, poor health or pathology. Before enacting the No Show policy that restricts further appointments, reasonable efforts must be made and documented in the health record that are designed to overcome barriers for the client. This includes, but is not limited to off-site appointments, seeking assistance from community partners. In this way, DIHFS not only meets grant related goals, but also meets the social justice service model that best suits our client base.