

University of Prince Edward Island	Protocol No. 43	Revision No.
Protocol Title: No Shows at the UPEI Health & Wellness Centre		
Creation Date: May 25, 2022	Version date:	
Authority: Vice President Finance & Administration	Review date:	
Responsibility: Director UPEI Health & Wellness Centre		

1.0 Purpose:

To ensure a consistent approach to appointment management at the UPEI Health & Wellness Centre. Patients who No Show to an appointment are at a higher risk for future No Shows.

2.0 Definitions:

2.1 Cancellation: patient who notifies the UPEI Health & Wellness Centre that they cannot attend their appointment at least 4 hours prior to the appointment time.

2.2 No Show: patient who never arrived for a scheduled appointment and gave no prior notice.

3.0 Protocol:

All efforts will be made to ensure the patient understands the importance of attending their booked appointments. If a patient had 3+ No Shows in one calendar year, the director of the UPEI Health & Wellness Centre shall contact the patient and outline the protocol (see Appendix A). Frequent cancellations will be monitored.

4.0 Procedures

4.1 At the time of an appointment being booked, the ADS-5 will ascertain whether the patient would like to be reminded via telephone, via text or both.

4.2 Patient Rights & Responsibilities rack cards will be placed throughout the health centre and on the health centre webpage. Patients will be reminded at the time of their appointment booking that they are expected to attend and be on time.

4.3 Once a patient has missed (No Show) 3 appointments in one calendar year, they will no longer be booked in advance. These patients must call or email the clinic and they will be worked into the schedule that day if possible. If nothing is available that day, they will be directed to call or email back the next day.

5.0 Documentation:

The director will document conversations in the patient record regarding No Show behaviors and strategies.

6.0 References:

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Relatient (2021). Patient No-Shows: Everything Practice managers need to know. Downloaded from the World Wide Web on September 12, 2021:
<https://www.relatient.com/resources/patient-no-shows/>.

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Date	Name	Title	Signature
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Appendix A

Script to be used for No Show Calls*

Purpose of Statement	Call Script	Comments/Action
Introduce yourself/role	Good morning/afternoon. This is _____, the director of the UPEI Health & Wellness Centre. I am calling as you missed your 3 rd appointment with us.	Listen carefully to the patient's response and how he/she says it.
Obtain Patient's reason for not keeping the appointment	We care about your health. Dr. _____/NP _____ wanted me to call and find out what happened today because they were waiting for you.	Could the health centre have provided assistance with the patient's issue?
Share the message about the importance of keeping appointments or cancelling	When you don't keep an appointment, we lose that time that could have been dedicated to another person who needed care. It is very important that you let us know if you cannot come in.	
Discuss new method of booking	From now on, we are going to provide same day appointments to you. If you have an issue and need to see the physician or nurse practitioner, please telephone us at 902-566-0616 and we will try to fit you in that day. If we cannot work you into the schedule, we will ask that you call the next day and so on.	Code the missed appointments as a No Show.
Offer assistance with keeping appointments	Remember if you are needing to cancel or reschedule your appointment, please notify the health centre. How can we assist you to make your next appointment?	Document any need the patient identifies.
Review the process for cancellation.	If you are running late or need to cancel/reschedule for any reasons, even on the day of your appointment, please call us at 902-566-0616 and we can reschedule you. We can use your cancellation to fit someone else in.	

- Adapted from materials developed by Primary Care Development Corporation and Coleman Associates, 2006-07; Neal R, et al. as documented in Qualis Health.