**Title:** Patient Failure To Arrive For Scheduled Appointment  
**Policy Number:** 4C.08  
**Version Number:** 2  
**Approved By:** Linda McMurry, DNP, RN, NEA-BC, LCCHWC Executive Director  
**Effective Date:** 01/28/2019  
**CHWCCA Board of Directors**  
**Original Date:** 04/10/2017

### POLICY | PURPOSE STATEMENT:
It is the policy of the TTUHSC SON Larry Combest Community Health and Wellness Center to patients with a patient-centered medical home. It is the purpose of this policy to outline the process for providing care to patients that fail to arrive for their schedule appointment.

### SCOPE:
This policy applies to all patients, providers and staff.

### PROCEDURE:
1. To facilitate clinic flow and to be respectful of all patients time, each patients is asked to arrive 15 minutes prior to their scheduled appointment time. Patients that have not arrived by 15 minutes past their scheduled appointment time will be changed to “no show” status for their appointment.
2. When a patient arrives that has had their appointment changed to “no show” status, the patient service specialist staff will assist them with rescheduling their appointment. If the patient does not have enough of their prescribed medications to last until the newly scheduled appointment, and needs refills of medications to maintain their medication regime until the new appointment, then the Triage RN will be contacted to assist them.
3. When patients do not arrive for their appointment or make contact with the clinic, the patient services specialist staff will call them within the next 10 business days and request that they reschedule.
4. The clinics will not deny care or refuse scheduling of an appointment for patients that have repeatedly not attended their appointment.
RESPONSIBILITIES | REVIEW | REVISIONS:
It is the responsibility of the Policy & Procedures Committee to review and initiate necessary revisions based on collaboration and input by Policy and Procedure committee and through Administrative management of this policy, including the review and revisions will be the responsibility of the Clinical Services Director.

RIGHT TO CHANGE POLICY:
TTUHSC SON Combest reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.