POLICY STATEMENT:

It is the policy of the TTUHSC School of Medicine to follow-up on patients with missed appointments based on medical condition and treatment plan.

SCOPE:

This policy applies and will be distributed to all TTUHSC School of Medicine Clinics, also known as Texas Tech Physicians.

PROCEDURE:

1. When a patient fails to be present for an appointment by the end of the clinic day, a “Clinic No Show Appointment Physician Triage” (pink/purple sheet) should be generated. The physician is responsible for determining the type of follow-up needed based on the patient’s condition and treatment plan, and assuring proper documentation on the above mentioned form. The “Clinic No Show Appointment Physician Triage” should then be placed in the medical record. See 8.13.A, Clinic No-Show Physician Triage.

2. A series of letters, progressive in content, are available in the IDX system for communication with the patient via regular mail. Sample letters, 8.13.B, Sample Patient Missed Appointment Letters (English) or 8.13.C, Sample Patient Missed Appointment Letters (Spanish) may be modified as needed. In order to ensure security and confidentiality of patient information, postcards are not deemed appropriate for patient communication.

3. A copy of all letters sent to the patient or documentation of phone calls made to the patient should be kept in the medical record.

4. If a patient misses three or more appointments, the attending physician may initiate the termination process.

APPROVAL AUTHORITY:

This policy shall be recommended for approval by the Joint SOM Policy Committee to the Regional Deans with final signatory authority by the Deans, Schools of Medicine.

RESPONSIBILITY AND REVISIONS:

It is the responsibility of the Joint SOM Policy Committee to review and initiate necessary revisions based on collaboration and input by and through Quality Improvement/Performance Improvement and Risk Management. Administrative and technical management of this policy, including web site maintenance, will be the responsibility of the Lubbock Office of Performance Improvement.
ATTACHMENTS:

- 8.13.A – Clinic No-Show Physician Triage

| Signatory approval on file by | Steven L. Berk, MD  
|                              | Dean, School of Medicine |
| J. Manuel de la Rosa, M.D.  
|                              | Dean, School of Medicine, El Paso |