



COHESIVE HEALTHCARE MANAGEMENT & CONSULTING

Mangum Regional Medical Center

TITLE		POLICY
Cancel/No Show Policy		517
MANUAL	EFFECTIVE DATE	REVIEW DATE
Rehabilitation		
DEPARTMENT	REFERENCE	
Rehabilitation Services		

SCOPE: All rehabilitation staff involved in a patient’s plan of care at Mangum Regional Medical Center.

PURPOSE: To define rehabilitation service’s policy as it relates to appointment cancellations and no shows.

POLICY: Rehabilitation services will adhere to and be consistent in the policy for cancellations and no shows within each rehabilitation department.

PROCEDURE:

1. “No show” definition: Patient does not show up for an appointment.
 - a. Action: Report as a “no show”
 - b. Attempts should be made to contact the patient. These attempts should be recorded.
 - c. If no contact has been made and patient no shows for the next appointment; you should count the second as a “no show” and again attempt to contact the patient.
 - d. If patient misses next appointment, count as a “no show” and discharge the patient.
2. “Cancellation” definition: If notified on the day of the appointment that patient cannot make their appointment and if they cannot be rescheduled complying with the plan of care, or if a patient cancels on day of appointment and the therapist can’t fill the spot with another patient.
 - a. Action: Report as a cancellation.
 - b. If patient cancels future appointments only count the day of as a cancellation, document in the chart the reason to support the change in frequency for the week.
 - c. Do not report as a cancellation if we have to alter the schedule due to our staffing and a patient is not able to meet the new appointment.
3. “Schedule Adjustment” definition: If notified 24 hours or more in advance, we should be able to fill the slot and would not need to report a cancellation.
4. Manually track/record evaluation, cancellations, and no show incidents

REVISIONS/UPDATES

Date	Brief Description of Revision/Change