Revision to the Restricted Access Policy/ Name change to Limited Access

Purpose:
The purpose of this policy is to ensure patients cooperate fully with the treatment plan outlined by their clinic providers in order to maintain a standard of care and protect IHCRC providers from the liability of their patients not getting their preventative health care. It is also in an effort to maximize the time a patient spends with their provider and to minimize a patients’ wait time.

It is important for patients to keep their scheduled appointments for professional monitoring of health conditions, appropriate medication management and overall health. Providers cannot ethically continue to write prescriptions for patients who do not keep their appointments or who have not been seen in over a year.

By implementing this policy, we believe we honor patients who schedule/keep their appointments, while also trying to accommodate everyone in a fair and efficient manner.

Policy:
The patient is responsible for re-scheduling and keeping their rescheduled appointments. Patients who call in advance to cancel or reschedule their appointments will not be considered to have broken the appointment.

Excessive Patient No-Show’s
It is the policy of IHCRC to put patients on “Limited Access” status if they have 3 or more broken appointments in the preceding rolling six months. Failure to give any prior notice for cancellations or failing to appear for any appointment (no-show) will count as a broken appointment.

When a patient has their 3rd no-show, they will be notified by mail that they are being put on Limited Access status and all pending appointments will be cancelled, with the exception of Behavioral Health. Missed Behavioral Health appointments will count toward the no-show totals. Services to these patients will only be offered on a Limited Access basis for the next 6 months following their 3rd broken appointment.

Patients put on Limited Access status will be required to wait for an opening with their designated primary care provider or for services that are needed.

This policy applies to all adult (18+) patients.

Late appointments:
If a patient is ten minutes late the appointment is counted as a no-show. For the medical department the patient is sent to triage to either wait for a cancelation or re-scheduling. Other departments that do not utilize triage will offer to let the patient wait for a cancelation or to re-schedule their appointment.

Procedure:
A. On a monthly basis, an NSR report is ran showing patients who have no-showed 3 or more appointments within the last six months. The period is a rolling six month.
B. Patients put on Limited Access status will have a flag placed in the EHR to notify appointment clerks and the patients care team of the status.
C. All patients being put on Limited Access status will be contacted by mail. A certified and non-certified letter will be sent.
D. The letter will notify the patient of the Limited Access status with instruction on how to obtain care.
E. The personalized letter to the patient will be printed on IHCRC letterhead. Example of form letter is attached to this policy.
F. All pending appointments will be cancelled with the exception of Behavioral Health.
G. A copy of the notice letter will be put in the patients chart.
H. At the end of the 6 month Limited Access status period, the flag will be removed from the EHR and the patient will be allowed to make appointments again.

**Forms/Attachments:**

- Form Letter to Patient
- Patient Acknowledgement Form
Patient No-Show Policy

At IHCRC, we strive to meet and exceed the expectations of all our patients and we are dedicated to providing you with the best care and services possible. We also strive to meet your needs by providing appointment times that best fit your schedule.

Time is specifically reserved for you on our schedule when you make your appointment. When sufficient notice is not given to cancel or reschedule your appointment, it does not give us enough time to contact another patient who could come to the clinic during your assigned time. This results in other patients not getting the care they need, when they need it.

Because of the great need for our services and extensive waiting list, we have implemented the following No-Show Policy.

IHCRC policy states that 3 or more no-shows in six months’ time is considered excessive. Patients who have no-showed 3 appointments within the preceding six months will be put on Limited Access. Limited Access means that you will not be allowed to schedule an appointment for 6 months. You will, however, be able to obtain care by coming into the clinic as a Limited Access Status patient and wait for an opening in your primary care provider’s schedule or other services that are needed.

I have read and fully understand the Patient No-Show Policy.

_____________________________________________   ___________________
Patient Signature                                                            Date