

HASTINGS HEALTH CENTRE	Policy Type:	Admin and Financial
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Hastings Health Centre Missed Appointment Policy	Issue Date:	24 June 2024
	Approved:	Grace Hurdley COAC
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PURPOSE

This policy provides guidelines for managing patients over 18yrs of age, who are late, or miss prebooked appointments.

PRINCIPLES

The Hastings Health Centre (HHC) is committed to ensuring the best possible access to health care for our patients. Patient non-attendance to prebooked appointments has significant impact on the services HHC are able to provide for their patients. To get the best health outcomes for our patients, it is important that HHC are able to utilise as many appointments on the day as possible.

Consistent application and guidance to manage these situations, will reduce the number of missed appointments, ensuring better utilisation of clinical resources at HHC.

SCOPE

This policy is designed to cover all clinical prebooked appointments in the general practice suites at the HHC. The policy applies to all patients over the age of 18 years of age as determine b the clinician.

POLICY STATEMENTS

Missed Appointments: A missed appointment occurs when the patient has missed a prebooked appointment, without informing the HHC in advance, to cancel it. A missed appointment also occurs when the appointment has been cancelled at short notice, which makes it difficult for the appointment to be re-allocated to another patient. (Less than two hours' notice required for a general appointment, or less than 24 hrs notice required for specialist appointments).

First Missed Appointment: The administration team will add an administration note to the patients file indicating a missed appointment had taken place. The patient will be sent a copy of HHC's 'missed appointment policy'.

Second Missed Appointment: (within 12 months) On this occasion the patient will be charged 50% of the consult fee.

Third Missed Appointment: (within 12 months) On this occasion the patient will be charged 100% of the consult fee.

Further missed appointments: If missed appointments continue, the patient may be required to pay for appointments at the time of booking.

Missed “Specialist” Appointment: Appointments missed for consults requiring greater time and higher fees, such as contraceptive fitting or minor surgery, a missed consultation fee of up to the full amount may be charged to the patient. Because many specialist appointments take up multiple appointment slots, making them difficult to fill at short notice, HHC request a minimum of 24 hours’ notice of cancellation, prior to the specialist appointment.

Missed ‘New Patient’ Appointment: Appointments missed for a ‘New Patient’ consult, will be treated the same as a missed specialist appointment. This is because it is a specialist appointment take up multiple appointment slots, making them difficult to fill at short notice, HHC request a minimum of 24 hours’ notice of cancellation, prior to the specialist appointment.

Late Arrivals: If the patient arrives after their 15 minute appointment slot, the “Missed Appointment” pathway will be followed. If the patient arrives more than seven minutes past the start of their appointment time, availability will be discussed with the relevant practitioner and the patient may be asked to rebook. This will not be marked as a missed appointment.

The practitioner named on the template for the missed appointment will task the relevant administration team to apply the policy. Under no circumstances will the policy be applied by the administration team without authorisation from the practitioner.

The administration team will alert the relevant health coach after every missed appointment. The health coach will follow up with the patient, as to why the appointment was missed.

TRAINING

Clinical and administrative staff will receive relevant training on induction.

INCIDENTS AND COMPLAINTS

Incidents and complaints regarding this policy will be managed as per:

- Incident Management Policy
- Complaints Management Policy