



CLINICAL POLICY

Cancellations and No Shows

A. EFFECTIVE DATE :

April 7, 2021

B. PURPOSE :

To outline response in the event of patient cancellations and/or no-shows

C. POLICY :

NEW REFERRALS:

Patients who do not show and/or neglect to cancel a scheduled initial appointment will not be called to reschedule the appointment.

PATIENTS ON PROGRAM:

- Patients are requested to give a minimum of 24 hours notice when canceling an appointment.
- Patients not present at the start of their scheduled visit will be considered a “no-show”.

Two “no-shows” will result in any remaining scheduled appointments to be canceled.

D. SCOPE :

This policy applies to the Department of Rehabilitation Services

E. DEFINITIONS :

NA

F. MATERIAL(S) NEEDED :

None

G. PROCEDURE :

Department of Rehabilitation Services employees will adhere to the above policy when patients cancel or no show for a scheduled Rehabilitation appointment.

H. ATTACHMENTS :

None

I. REFERENCES :

None

J. SEARCH WORDS :

Cancellation, no show, appointment

K. ENFORCEMENT:

Violations of this policy or associated procedures may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, the University of Connecticut Student Code, other applicable University Policies, or as outlined in any procedures document related to this policy.

L. STAKEHOLDER APPROVALS :

On File

M. COMMITTEE APPROVALS :

None

N. FINAL APPROVAL :

- | | |
|--|---------------------------|
| 1. <u>Andrew Agwunobi, MD (Signed)</u>
Andrew Agwunobi, MD, MBA
UConn Health Chief Executive Officer | <u>04/13/2021</u>
Date |
| 2. <u>Anne Horbatuck (Signed)</u>
Anne D. Horbatuck, RN, BSN, MBA
Clinical Policy Committee Co-Chair | <u>04/07/2021</u>
Date |
| 3. <u>Scott Allen, MD (Signed)</u>
Scott Allen, MD
Clinical Policy Committee Co-Chair | <u>04/09/2021</u>
Date |
| 4. <u>Caryl Ryan (Signed)</u>
Caryl Ryan, MS, BSN, RN
VP Quality and Patient Services & Chief Nursing Officer | <u>04/08/2021</u>
Date |

O. REVISION HISTORY :

Date Issued: 01/01/2017

Date Revised:

Date Reviewed: 06/25/2018; 01/30/2020, 04/7/2021