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NO CALL NO SHOW POLICY

MAPA endeavors to ensure that patients have access to care when needed by maximizing the utilization of available appointments. Additionally, MAPA endeavors to provide a mechanism for appropriately managing the patient who fails to utilize assigned appointment times without sufficient notice.

- If a patient is unable to keep their appointment, their patient representative is required to cancel their appointment with appropriate prior notice.
- Failure of a patient representative to cancel a routine appointment at least 4 hours prior to the scheduled appointment time is considered a "NO SHOW" for purposes of this policy.
- To assist the patient representative in keeping appointments, various reminder systems may be utilized and may include: an automated reminder via telephone (call placed to last primary telephone number on record), reminders via email and text and/or provision of appointment cards. Please note, ultimate responsibility for ensuring the patient appointment is kept is with the patient representative as reminders initiated by MAPA are simply a courtesy.

NEW PATIENTS:

- New patients are expected to arrive for their first scheduled appointment 15 minutes in advance of the appointment time.
- If a "NO SHOW" occurs for the first appointment scheduled, the new patient will receive a letter reinforcing the "NO SHOW" policy and the pending dismissal from MAPA if a second "NO SHOW" occurs.

ESTABLISHED PATIENTS:

- "NO SHOW" appointments will be tracked on a 24- month cycle.
- The first "NO SHOW" appointment will prompt a notification letter reinforcing the "NO SHOW" policy. The letter will also reiterate the expectation that patients/ patient representative will notify the practice at least 24 hours in advance when a routine appointment cannot be kept. The patient records will include the date of the "NO SHOW" appointment.
- A second "NO SHOW" occurrence will prompt a notification letter once again reinforcing the "NO SHOW" appointment.
- A third "NO SHOW" in a 24- month period will result in receipt of a "final warning" letter from the attending physician.
- A fourth "NO SHOW" could result in dismissal. If a dismissal letter is sent to the Patient Representative to the last address on record. For a period of 30 days following dismissal, MAPA will address acute care issues only.

GENERAL INFORMATION:

- If a "double" physical appointment (2 children in the same family scheduled on the same date) results in a "NO SHOW", the privilege to schedule "double" appointments in the future will not be an option.
- The MAPA Board of Directors will make decisions regarding patient dismissal status. Individual providers do not maintain independent authority to make a dismissal decision nor do they have the authority to independently reverse a dismissal decision.
- Family units are considered in full when "NO SHOW" calculations are made. Specifically, the "NO SHOW limits" defined above are based on all family members collectively-not individually. Furthermore, if dismissal from MAPA is initiated, all children in the family will be dismissed from the practice.
- Dismissal decisions are firm. In the event that the patient representative believed the dismissal decision does not fall within the parameters listed above; a dismissal appeal may be presented. All appeal requested must be made in writing to Mountain Area Pediatric Associates, P.A *Attention: Board of Directors *500 Centrepark Drive, Asheville, NC 28805. Appeal requests will be discussed at the next regularly scheduled Board of Directors meeting (typically monthly). Appeal decisions will be recorded in writing and mailed to the patient representative via First Class mail to the last address on record.