



1460 N. 16<sup>th</sup> Avenue, Suite D Yakima, WA 98902

## **WATER'S EDGE ATTENDANCE AND DISMISSAL POLICY**

**Effective 4/1/15**

### **PURPOSE:**

To establish a standardized process for the dismissal of patients from a provider's practice that enhances access and care provision to all patients as well as maximizes efficiency and financial performance of the clinic.

### **DEFINITIONS:**

No Show – patient does not show for a scheduled appointment, arrives 10 minutes after the scheduled start time, or fails to cancel within 1 business day of the scheduled visit

Cancellation – patient cancels any time prior to 1 business day before their scheduled appointment

Patient Reschedule – patient must reschedule their appointment more than 1 business day in advance of the original

Clinic Reschedule – patient appointment must be rescheduled by Water's Edge

### **POLICY:**

- I. Water's Edge managers or their designee will monitor "no shows" and cancellations via monthly reports. The specific patient data will be shared with the patient's provider as necessary and a joint decision will be made regarding dismissal for excessive no shows and/or cancellations as outlined below. Water's Edge strives to provide compassionate and excellent care for all patients, but in the event that a patient cannot comply, the following policy will be enforced.
- II. A patient may be dismissed from a provider's practice due to any of the following:
  - i. Persistent or broad failure to adhere to medical advice and treatment
  - ii. Seeking controlled substances without clinical justification or providing false or knowingly withholding information regarding controlled substances
  - iii. Acting in a threatening, disruptive and/or inappropriate manner toward provider, staff or others either in the office or on the phone
  - iv. Excessive no shows (more than 3 in a 12 month period) and cancellations (more than 7 in a 12 month period)
  - v. Failure to attend 2 scheduled "New Patient" appointments will result in immediate dismissal from Waters Edge and notification to the referring provider office
  - vi. Any other reason that the provider feels prevents them from maintaining a therapeutic relationship with the patient which includes provider patient trust

### **PROCEDURE:**

- I. All no shows, cancellations and reschedules will be recorded in the appointment located in eCW. The clinic staff recording the no show, cancellation or reschedule will record patient's reason, the person giving the information, time and date.
- II. Patients with a history of no shows (2 or more in a rolling 12 month period) upon provider approval will receive an attendance warning letter. Following a 3<sup>rd</sup> no show, the provider will be notified to make the final decision to

dismiss the patient. Upon provider approval, a dismissal letter would be sent by the clinic manager on behalf of the clinic.

- III. The dismissal letter will contain, at minimum, the following components:
  - i. Reason for discharge
  - ii. An offer to assist with transfer of medical records
  - iii. Upon review by medical personnel, 30 days of continued emergent service may be available
- IV. The letter will be mailed to the patient via registered mail, with a return receipt requested. A duplicate will be sent to the patient's primary care provider. A copy of the letter will be scanned into the patients chart, along with the returned receipt. In the event the patient's registered letter is returned to the clinic, this original will also be scanned into the chart.
- V. When a patient is dismissed from the practice a Global Alert "DNS WE" will be entered into the patients chart. In addition a DNS alert will be applied in Soarian.
- VI. For patients previously dismissed from the clinic who request to re-establish on going care:
  - i. Will require a new referral from the patient's primary care physician
  - ii. Prior approval from a multidisciplinary panel is required.
  - iii. A agreement will be established between the provider and the patient regarding compliance

**MESSAGE TO PATIENTS:**

You, the patient, are the leader of your healthcare team. Regularly attending all of your appointments at Water's Edge and elsewhere is essential to the success of our multi-disciplinary treatment team. Water's Edge cannot effectively treat you if your attendance is erratic. Pain problems respond best to treatment approaches that require your careful cooperation and attendance. We urge you to take your scheduled appointments very seriously, as we do. If you miss an appointment, it may be several days before we can fit you into the schedule, and you may experience medication withdrawal because we do not refill prescriptions over the telephone.

Please notify our office at least one business day in advance of any appointment you are unable to keep by calling (509) 574-3805. Cancelling your appointment less than one business day in advance will be considered a "no show," and more than 3 no shows in a rolling 12 month period could lead to dismissal from the practice.

Reserved appointments are provided to minimize waiting and ensure continuity of your care. Our policy is strict, but also designed to be flexible in case of emergencies. We are committed to providing you with high quality care and ask that you please let us know how we can help you maintain an active role in your health.

**Patient Signature:** \_\_\_\_\_

**Patient Date of Birth:** \_\_\_\_\_