

Geetha M. Reddy, MD, FACC

Policy: Canceled Appointments

It is policy of Geetha M. Reddy M.D. that no patient will fall through the cracks of daily office operation. All Canceled or missed appointments for office visits and procedures will be monitored, documented in patients' chart, and followed.

1. Patients who missed an appointment will be contacted by phone within 2-3 business days and an appointment must be rescheduled within reasonable time.
2. Patients who canceled an appointment by leaving a message with answering service will be contacted by phone within 2-3 business days and rescheduled.
3. Patients who called the office to cancel an appointment must be rescheduled while on the phone call.
4. The second phone call will be made to the patient no later than 2 weeks for canceled/missed appointments.

Note: All original appointments stay on the computerized schedule and designated the status of the appointment (i.e. missed, canceled). The date patient was contacted, and date of rescheduled appointment must be documented in the patient's chart.

If unable to contact patient directly to reschedule missed or canceled appointments, office staff will contact the patient through mail correspondence as follows:

1. Appointment remainder letter will be sent within two weeks from the date of the cancelled /missed appointment.
2. Discharge letter is sent after one month from the date of canceled/missed appointment.

Note: All correspondences letters are filed in the patient's chart. Discharge from care letter has to be signed and dated by physician.