

Procedure: Tracking of Cancelled and Rescheduled Appointments In NextGen System

It is policy of Geetha M. Reddy, MD FACC that no patient will fall through the cracks of daily office operations. All cancelled or rescheduled appointments for office visits and procedures will be closely monitored, documented in patients chart and followed.

1. Every morning new report will be pulled out from the EPM application by going to Tasks-Lookup-Appointments
2. In status box mark Cancelled, Pending, No Show and Expected
3. In **Appointment Date** choose **Yesterday**
4. Also you can choose a **Custom Date** if desired and specify your dates in range
5. Report is created for all the patients that meet this criteria
6. User will double click on each appointment and contact patients in attempt to reschedule
7. Patients who canceled appointment leaving a message with answering service will be contacted by phone within 2 business days and rescheduled
8. Patients who called the office to cancel the appointment have to be rescheduled right away
9. Any regular non sick appointment being rescheduled for the first time can be made within one month from the original appointment without consulting with the doctor
10. Second call to reschedule an appointment must be consulted with doctor and documented in the chart right away
11. To avoid missing on any cancelled or not rescheduled appointments weekly reports will be printed on every Monday and all patients with cancelled appointments will be checked by one person to verify that appointment was made
12. In case of failed communication on the first call attempt a second phone call will be made within two weeks of the original appointment
13. All messages that are being left for patients have to be documented either in chart if paper chart exists or in chart in EPM Application in NextGen if patient has EHR

Note: To document a note in patient Chart

1. Go to Chart in **EPM Application**
2. Enter couple of letters of the First Name and couple letters of Last Name
3. Verify Patient **DOB**
4. From the given list choose desired patient
5. Go to **Clinical History/Notes**
6. To the left choose **Chart Notes**
7. Within white space of the **Detail** box right click and choose **Quick Note**
8. Write appropriate **Subject** such as Appointment or Telephone call
9. In **Note Entry** type your message

10. Click **OK**

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

1. Appointment reminder letter will be send within 1 month from the date of canceled/missed appointment
2. Discharge letter send within 2 months from the date of canceled missed appointment

Note: All correspondence letters are filled in patient's chart or will be scanned into EHR. Discharge from care letter has to be signed and dated by physician