

## **FNIHB-OR Nursing Policy and Procedure**

Section:	<b>Administration</b>	Policy Number:	<b>II - 17</b>
Subject:	<b>No-Shows or Cancelled Appointments</b>	Issued:	<b>March 31, 2015</b>
Distribution:	<b>All Nursing Facilities</b>	Revised:	

---

### **1. POLICY:**

- 1.1 The Nurse in Charge (or delegate) shall be notified daily of all clients who did not attend scheduled appointments.

### **2. PRINCIPLES:**

- 2.1 The nurse is able to follow up in a timely manner on high risk clients when notified daily of missed or cancelled appointments.
- 2.2 Following up on missed or cancelled appointments provides an opportunity to prevent adverse clinical events and/or deterioration of the clients' health status.

### **3. DEFINITIONS:**

**Nurse:** Refers to Registered Nurses, Nurse Practitioners, and Registered Practical Nurses.

### **4. PROCEDURE:**

- 4.1 When clients are making appointments, they should be advised to contact the clinic if they need to cancel or re-schedule an appointment.
- 4.2 When a nurse or physician requests a follow up appointment, the clerk/receptionist shall indicate this request by placing an asterisk (\*) beside the client's name in the appointment book.
- 4.3 The clerk/receptionist shall use a system to highlight in the appointment book all cancellations or "No Shows". The nurse in charge (or delegate) shall establish a standardized procedure for such action for their clinic. (For example, any cancellations or "no show" appointments are marked at the bottom of the appointment book each day)
- 4.4 The clerk / receptionist shall document in the client's chart "No show for appointment" or "appointment cancelled as per client's request". Additional details may also be documented if available.
- 4.5 Before the end of each day, the clerk / receptionist will provide the nurse in charge or delegate with the health records of all the clients who cancelled or missed their appointments.

4.6 The Nurse will indicate in the health record all follow-up actions required (if any). High risk clients shall be contacted by the nurse to assess health status.

**5. RELATED POLICIES:**

FNIHB-OR Policy: Documentation

<b>Approved by:</b>		<b>Effective Date:</b>  <b>March 31, 2015</b>
<b>Director of Nursing, Ontario Region</b>	<b>Date:</b>	
<b>Regional Executive, Ontario Region</b>	<b>Date</b>	