



Current Status: Active

PolicyStat ID: 9791037



**Origination:** 06/2000  
**Effective:** 05/2021  
**Last Approved:** 05/2021  
**Last Revised:** 02/2019  
**Next Review:** 05/2024  
**Owner:** Aimee Wallace: Mgr Rehab Svcs  
**Area:** Outpatient Therapy  
**References:**  
**Applicability:** WA - Providence St. Luke's  
 Rehabilitation Medical Center

## Patient Attendance

### POLICY:

Patients/caregivers are responsible for notifying the outpatient services admitting representative if the patient is not going to be able to comply with their scheduled appointment. An appropriate amount of time (at least 24 hours) notice must be given to allow the department to reschedule that time slot.

A patient who cancels and reschedules an Initial Evaluation then misses the rescheduled Initial Evaluation may be asked to obtain an updated prescription from their provider prior to being scheduled another Initial Evaluation appointment.

A patient who misses a total of three appointments within a 12 week period may be discharged from therapy and required to obtain a new provider prescription in order to continue with therapy. This doesn't include appointments cancelled by St. Luke's due to uncontrollable circumstances (i.e. Therapist illness, inclement weather, etc). The referring provider will be notified of the non-compliance attendance by the admitting representative or therapist. Extenuating circumstances will be considered at the discretion of the therapist and Program Manager.

Patients are allowed one unexcused absence or no-show without giving at least 24 hours prior notification within a 12 week period of time. After the second unexcused absence or no-show the patient may be discharged from therapy services and the provider notified.

Patients arriving more than 10 minutes late for a scheduled appointment may be asked to reschedule the appointment for another time. Late arrival will be treated as an unexcused absence.

### PROCEDURE:

1. At the time of admission/registration to the designated outpatient location, the admitting representative will give the patient/caregiver a copy of the Department's Welcome letter which includes the attendance guidelines.
2. At the initial treatment session the treating therapist will review the attendance policy with the patient/caregiver.
3. UNEXCUSED ABSENCES/LATE ARRIVALS: If a patient misses an appointment without at least 24 hours prior notification or if a patient arrives more than 10 minutes late for a scheduled appointment, the following steps can be taken:
  - a. The therapist will record the unexcused absence or late arrival in electronic medical record.

- b. The therapist will attempt to contact the patient/caregiver to determine the reason for the missed appointment.
4. EXCUSED ABSENCES/CANCELLATIONS: If a patient calls to cancel at least 24 hours prior to the scheduled appointment time, the following steps will be taken:
- a. The admitting representative will attempt to reschedule the appointment.
  - b. The admitting representative will ascertain and record the reason for the cancellation.
5. EXCESSIVE ABSENCES: If a patient has more than three absences in a 12 week period or more than one unexcused absence the following steps can be taken:
- a. The therapist will attempt to contact the patient/caregiver by phone to notify them that they are being discharged from services due to excessive absences.
  - b. The therapist will complete the discharge summary for the medical record.
  - c. Therapist will fax discharge report to the provider.

## Attachments

No Attachments

## Approval Signatures

Step Description	Approver	Date
	Aimee Wallace: Mgr Rehab Svcs	05/2021

## Applicability

WA - Providence St. Luke's Rehabilitation Medical