

Legislation Text

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Improved Service Delivery Draft Proposal - Zun

The Lake County Health Department and Community Health Center (LCHD/CHC) experiences a large number of no-show patients. While the no-show rates vary from clinic to clinic and service to service, the average is approximately 33%. These patients hold an appointment slot that could have been used by someone else and, subsequently, increase the costs to provide patient care in our FQHCs. It is important that we balance our limited resources in order to better serve the needs of all of our patients. This proposal is intended to educate patients as to their responsibilities and encourage their cooperation. Front desk staff will review this information with all new patients when they check in for their first appointment and annually with existing patients.

Cancellation - Patients are encouraged to cancel appointments at least 24-hours in advance.

No-Show - These are patients who do not notify staff that they are unable to make their scheduled appointment. The steps outlined below are for no-show occurrences within a consecutive 12-month period.

- 1st occurrence - front desk staff will contact the patient to determine the reason.
- 2nd occurrence - the nurse/certified medical assistant reaches out to the patient to determine how to assist in order to ensure the patient makes their appointments.
- 3rd occurrence - the process for chronic no-show patients has yet to be determined and is to be discussed by the Council at this meeting.

Late Arrival - The plan is to educate patients on the importance of being on time. The clinic staff will attempt to accommodate the patient based on provider availability.

Walk-in Patients - Patients will be triaged by the nursing staff and accommodated as soon as possible.

Medication Refills - Providers will work with the nursing staff to provide critical medications as soon as possible and routine medication refills within three business days of the request. The provider may determine that an appointment is necessary to provide a medication refill.

None, for information and discussion only.