

# Orthopedic Physical Therapy

## Policy: Cancel/No Show

### Cancellations:

1. When a patient cancels an appointment, the person taking the call will document the reason for the cancellation in the EMR under "addendum".
2. When the therapist cancels (i.e. out sick) it will be documented in the EMR by office staff. The therapist is responsible for signing these addendums when they return to work.

### No Shows:


1. When a patient no shows, the scheduled provider will call to find out the reason for the no show. Documentation of the no show and phone call will be made by the scheduled provider in the EMR notes.
2. A person in the billing office will be notified so as to document in Turbo that the next scheduled appointment should be tagged as a reminder call.

### If a Patient No Shows Three (3) Times in a Row:

1. The scheduled provider of the third visit will call the patient to advise that he or she will be taken out of the schedule and must have an updated physician's order in order to return. The phone call will be documented in the EMR note and the patient will be discharged. The referring doctor should be notified of this decision.
2. Someone in the billing department should be notified in order for them to "tag" this patient of the above decision.

Written: 02/2001  
Approved: 02/2001

Reviewed/Revised: 08/2010  
Signature: 

Reviewed/Revised: 09/2003  
Signature: 

Reviewed/Revised: 12/2018  
Signature: 