

Idaho Gastroenterology Associates No Show/Cancel/Dismissal Policy

IGAs goal is to provide excellent care to our patients in a timely manner. IGA makes numerous attempts to achieve that goal. Patients are provided written reminders of their appointment time and location when booking in house at one of our sites. The same information is sent to them when booking by phone. Text reminders are issued to remind patients of appointment time and location. When booking a procedure, pre-appointment phone calls are placed to remind the patient of appointment particulars and review their health history.

IGAs policy on missed appointments and dismissal serves to encourage patient compliance with their health care and discourage intentionally or unintentionally missed appointments. The scope of this policy applies to clinics, ambulatory surgery centers, hospitals and any/all sites served by IGA providers both past and present. Attempts are made to encourage patients to reinstitute compliance when no shows and late cancels occur. We consider practice dismissals when we feel the therapeutic relationship between patient and provider can no longer be positive.

Definitions:

“No show” is defined as no communication (call or visit) and not attending the scheduled appointment.

“Late cancel” is defined as canceling an appointment within 24 hours. Patients are counseled at the time of booking and in writing of this timeframe.

“Dismissal” is defined as permanent discharge from the practice for all providers of IGA.

No Show/Late Cancel policy specifics:

Appointments must be cancelled more than 24 hours prior to scheduled appointment time. In the event a patient arrives late for their appointment, a 10-minute grace period is allowed, after which the patient is considered a no show. We attempt to reschedule patients who arrive more than 10 minutes late for their appointment and these patients are not considered “no shows”.

Upon first no show/late cancel, patient will be sent IGAs “No Show/Late Cancel” letter. Patients with reasonable excuses for late cancellation of appointment will not receive a no show/late cancel letter.

Upon second no show/late cancel, patient will be sent IGAs “Second No Show/Late Cancel” letter and be assessed a \$50 fee.

Upon third no show/late cancel, patient will be considered for practice dismissal per details of dismissal policy.

We understand that life events may impact a patient’s ability for compliance. Exceptions to the above policy include but are not limited to:

- Acute illness
- Hospitalization/death of patient or family member

- Patient not receiving appropriate instruction/bowel preparation from IGA/pharmacy.
- Provider authorizes no show/cancellation.
- Patient's disability precludes ability to seek care or follow through with instructions.
- Inherent restrictions that preclude compliance
 - English proficiency
 - Status within protected category such as race, color, national origin, sex, disability, age

Dismissal policy specifics:

Dismissals must be approved by the primary gastroenterologists and any/all other providers who have seen the patient within 3 years. Dismissals will apply in the future to all providers of IGA and are final. A dismissal form will be completed by staff with indication and details of reason for dismissal, reviewed by involved IGA providers, and be subject to root cause analysis query through medical staff.

Dismissal timeline is 30 days from issues of dismissal letter, as set forth by law. Letters will be mailed by first-class and certified mail with return receipt requested, as indicated by law.

30-day dismissal indications include, but are not limited to:

- Violation of no show/late cancel policy.
- Elopement post sedation without driver
- Failure to pay account balance without reasonable explanation.
- Refusal to accept financial responsibility for care.

Dismissals are immediate if:

- The patient ends the medical relationship.
- Patient or family member threatens IGA or an IGA employee, becomes violent, or exhibits disruptive behavior.
- Theft, drug diversion or criminal activity occur.
- Dismissal for purpose of inappropriate behavior or sexual misconduct