**Purpose**

To streamline telemedicine appointment scheduling and cancellations, and management of no-shows.

**Policy**

Staff conduct telemedicine appointment tasks including scheduling, canceling, and handling no-shows as appropriate and in a timely manner.

**Procedure**

* Patients scheduling a telemedicine service, either with this practice’s provider (e.g., the patient will be at home) or a with distant-site provider (where this practice, as the originating site, provides the patient a link to the service and the patient is physically located in this office) are directed to the appropriate staff for appointment scheduling.

Staff provide a Telemedicine New Patient Packet, which includes forms, frequently asked questions, technology-specific instructions, and tips for a successful appointment. Staff ensure patients complete forms prior to the visit. (*See Forms: Telemedicine Informed Consent)*

* For telemedicine appointments with a distant-site provider, staff:
* Contact the distant-site provider’s office to request dates and times of availability
* Share copies of the completed forms with the distant site provider
* Staff schedule patients in the templated time blocks reserved for telemedicine visits.
  + New patient appointments are allotted [NUMBER] minutes.
  + Follow-up appointments are allotted [NUMBER] minutes.
* Staff sends the patient an appointment reminder [NUMBER] days prior to the visit using email, text, or phone call, depending on the patient’s preference and/or available technology.
* Telemedicine appointment cancellations are handled in the following manner:
  + Staff advise patients to [METHOD] the office at least [NUMBER] hours prior to their scheduled appointment to cancel or reschedule their appointment.
  + If the patient provides less than [NUMBER] hours’ notice, staff remind the patient of the practice’s cancellation policy, which requires at least [NUMBER] hours’ notice.
* Patients who repeatedly violate this policy may be dismissed from the practice. *(See Medical Records: Ch. 21 – Termination of Patient-Physician Relationship)*
* Staff offer to reschedule the patient at the next available time that is mutually acceptable to the patient and the provider.
* If a patient cancels the appointment but does not reschedule, staff notify clinical support staff, who review the medical record to determine whether the patient should be contacted.
* Patients who fail to show for a telemedicine visit are handled in the following manner:
* A patient who does not arrive for a scheduled appointment and did not cancel the appointment with at least [NUMBER] hours’ notice is considered a no-show.
* The practice charges patients $[AMOUNT] if they do not show up for appointments or contact the practice [NUMBER] hours in advance.
* If the appointment is scheduled with a distant-site provider, staff inform that office about the no-show as soon as possible.
* Staff document the no-show in the patient’s medical record and delete the appointment.
* Clinical support staff determine whether follow-up is necessary.
* Patients who repeatedly fail to keep appointments may be required to prepay or be dismissed from the practice. (*See Medical Records: Ch. 21 – Termination of Patient-Physician Relationship)*
* Management may make exceptions for emergencies.