

Northeastern Vermont Regional Hospital 1315 Hospital Drive St Johnsbury, VT 05819	Subject: Pain Clinic Patient No Show Policy
Department: Pain Clinic	Page 1 of 1
Approved By: Director Perioperative Services - RN Clinical Manager Pain Clinic	

**POLICY:** Pain Clinic No Show Policy

**PURPOSE:** Define the expectations of patients regarding attending scheduled appointments including telehealth visits and the follow up for patients failing to show or be available by telephone for their scheduled appointments.

**POLICY STATEMENT:** Patients will attend their scheduled appointments and will be reminded of their appointment up to 5 business days prior to the visit. The Pain Clinic should be notified of the need to cancel appointments at least 24 hours prior to scheduled visit.

The Pain Clinic reserves the right to dismiss patients after two missed appointments in a 12 month period.

Failure to attend visits without prior notification will be managed based on the following procedure:

**New Patient No-Show:**

- Two missed visits will void the Pain Clinic referral.
- Referring provider will be notified of patient no show.
- New Patients will be notified of missed appointments via phone and letter.
- No Show referral packets will be kept on file for six months then will be purged.
- New referral request will need to be sent by referring provider with established plan addressing barriers to visit compliance.

**Established Patients:**

***First no-show:***

- One phone call to patient to reschedule visit, if no return call, no further attempt to reschedule patient will be made.

***Second no-show:***

- Letter and phone call advising of no show policy
- All communication attempts will be documented in the EMR
- A new referral will be required to return to the pain clinic for evaluation or procedure.