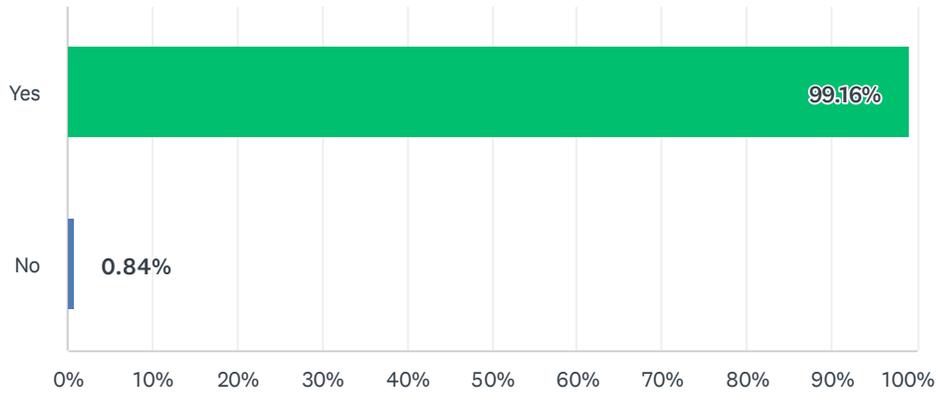


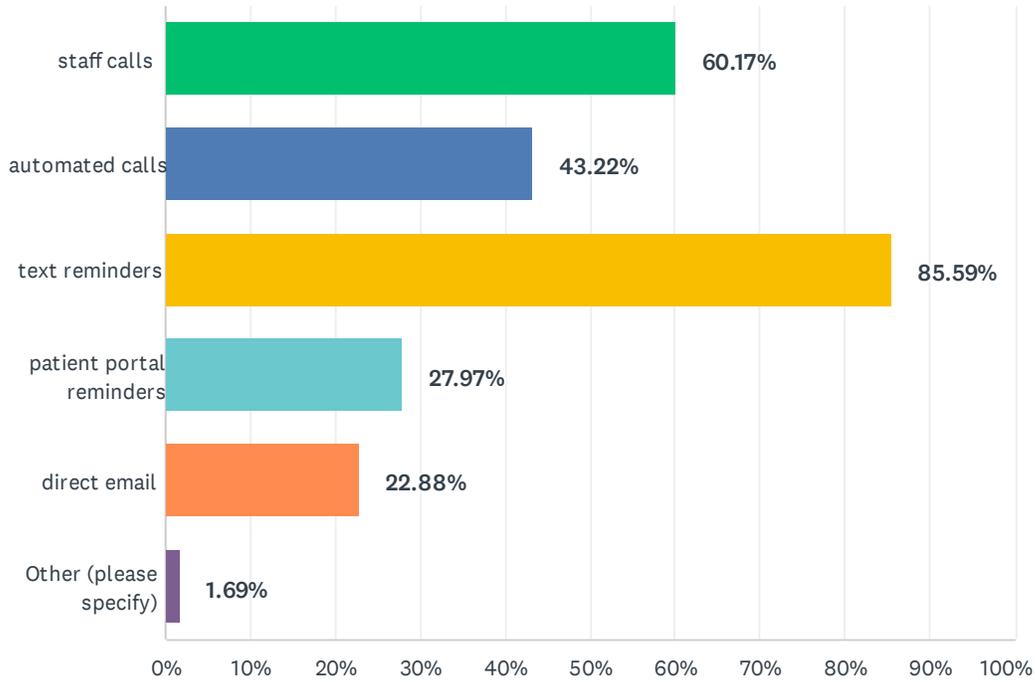
# Q1 Does your practice confirm appointments prior to the appointment date/time?

Answered: 119 Skipped: 0



## Q2 If yes, how do you confirm appointments? (check all that apply)

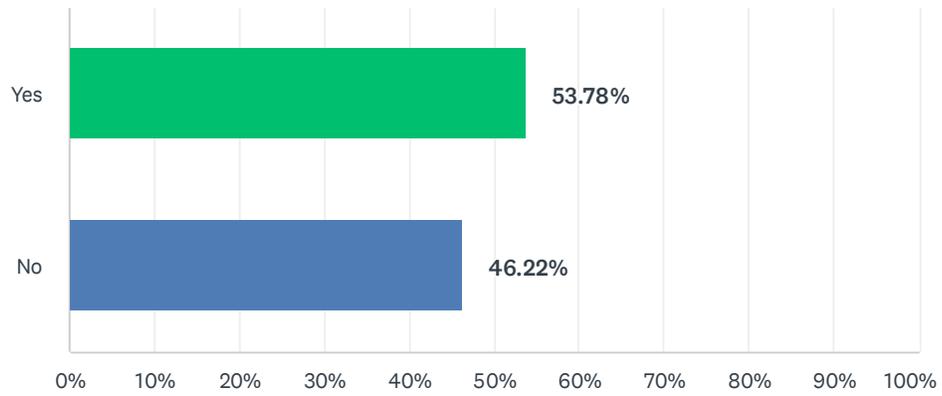
Answered: 118 Skipped: 1



#	OTHER (PLEASE SPECIFY)	DATE
1	Phreesia appointment reminders	7/18/2023 1:09 PM
2	Mostly a few days in advance via Phreesia.	7/18/2023 11:15 AM

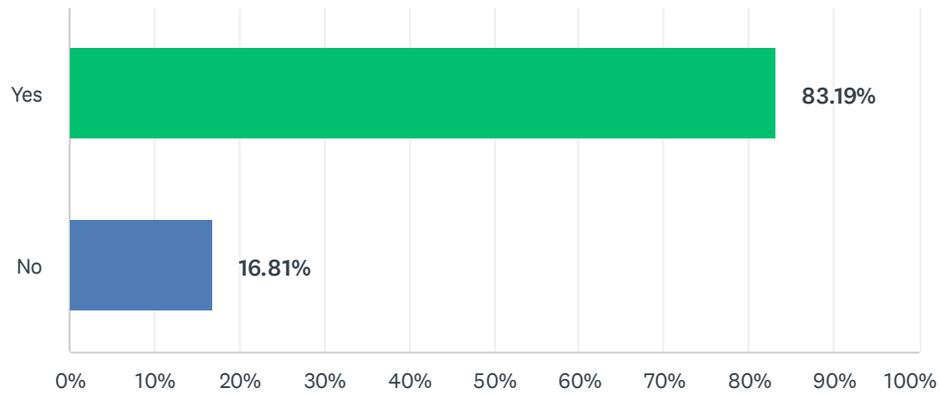
### Q3 Do you charge for no shows?

Answered: 119 Skipped: 0



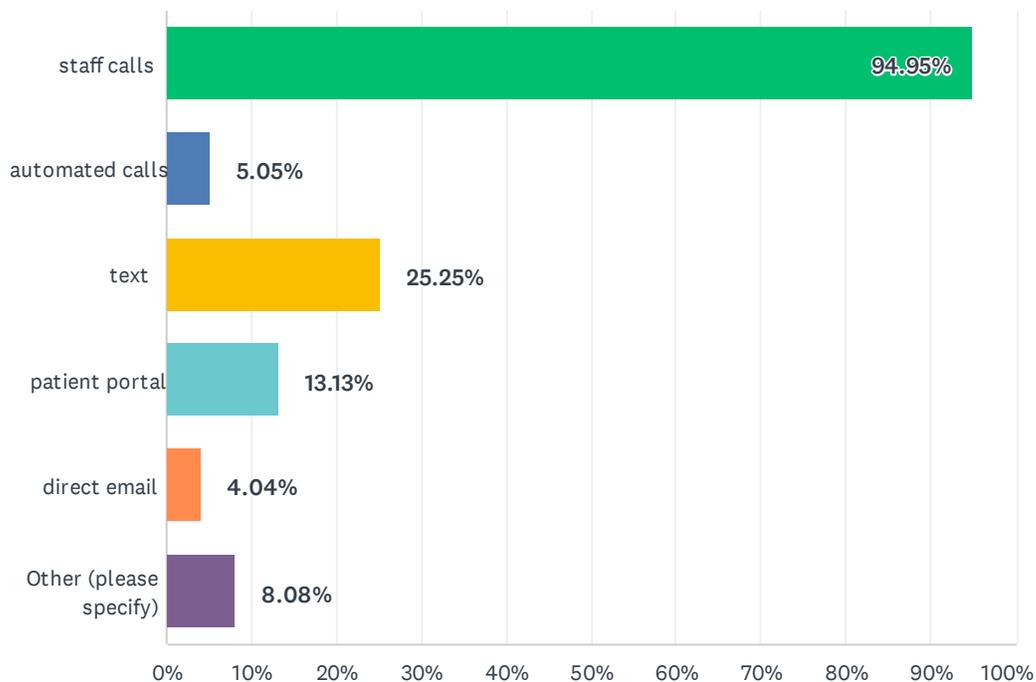
### Q4 Do you contact patients that are no shows to get them rescheduled?

Answered: 119 Skipped: 0



## Q5 How do you contact patients who do not show up to their appointment? (check all that apply)

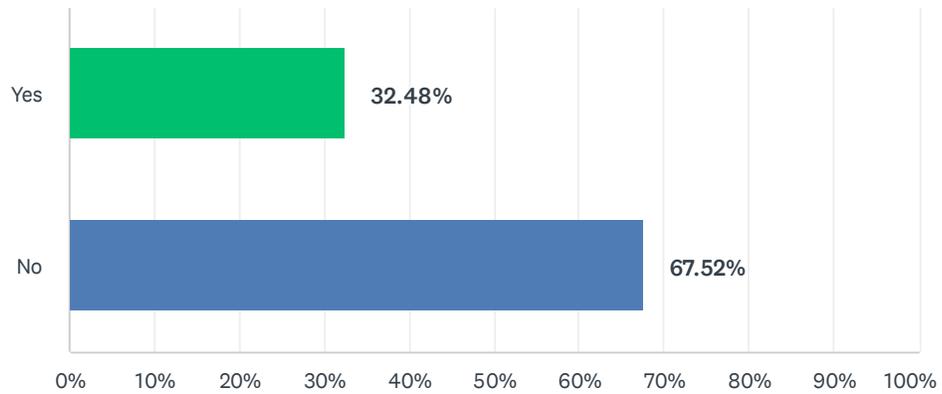
Answered: 99 Skipped: 20



#	OTHER (PLEASE SPECIFY)	DATE
1	mail	7/20/2023 6:57 PM
2	Only for the "important ones" - well visits, meds follow up, newborn weight check, etc	7/20/2023 8:09 AM
3	Letter	7/19/2023 9:13 PM
4	letters when we can't reach them by phone	7/19/2023 9:50 AM
5	Lettter sent	7/18/2023 12:24 PM
6	certified letter	7/18/2023 8:38 AM
7	call after 15 minutes of being late or NOT SHOWING.	7/18/2023 7:30 AM
8	send a letter	7/18/2023 7:11 AM

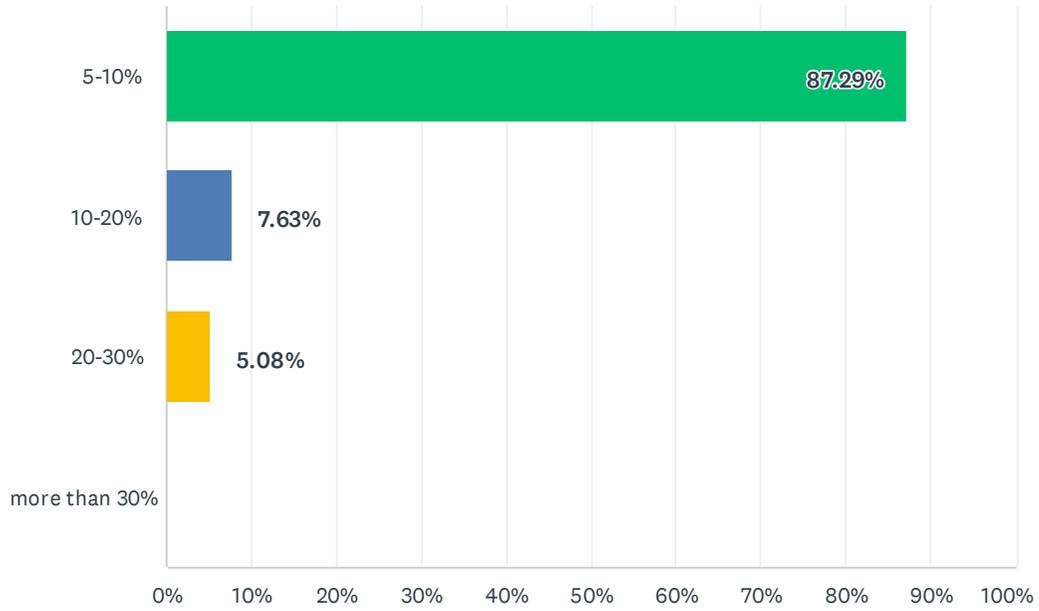
### Q6 Do you consider patients that are late to their appointment "no shows"?

Answered: 117 Skipped: 2



## Q7 What is your average monthly no show rate?

Answered: 118 Skipped: 1



## Q8 Is there anything else you would like to share on this topic?

Answered: 36 Skipped: 83

#	RESPONSES	DATE
1	We charge a Now Show fee of \$40.00 for all appointments not canceled within 24 hours of appointment.	7/20/2023 3:43 PM
2	No	7/20/2023 12:06 PM
3	It's important to not try to engage everyone the same way. Some folks have preferences, but in general, text is the most effective for OUR population	7/20/2023 10:36 AM
4	We can't charge Medicaid, and they comprise >50% of no-shows, so it would cost us more in staff time to figure out who we can charge and to collect it. And it wouldn't change behavior for the majority of those who no-show.	7/20/2023 8:12 AM
5	No	7/20/2023 7:49 AM
6	We have a three strike rule for no shows, we track each no-show and document intervention in the chart. When they get to three the provider reviews for dismissal.	7/20/2023 7:47 AM
7	No	7/20/2023 7:38 AM
8	1) only charge no-shows for physicals, not problem visits 2) we consider then no-show if >10 mins late unless it's easy to fit them in 3) average rate <5%	7/19/2023 9:47 PM
9	Every patient is scheduled for the next appointment on the way out and given a peel-off appointment card that can be put on a calendar.	7/19/2023 9:17 PM
10	What we have as policy and what is actually done is not the same thing and this is an ongoing cQI project.	7/19/2023 6:51 AM
11	We are now charging for No Show Well Check ups and Sick appointments	7/18/2023 6:49 PM
12	Frustrating that only commercial insurance patients can be charged for no show- I get the Medicaid families may not have the means to pay no show fees, but they also have the highest no show rates	7/18/2023 4:29 PM
13	If someone has made a real improvement, please share. Need to have a Zoom call on this.	7/18/2023 2:51 PM
14	If a patient shows up at least 50% of their visit time late, we reschedule.	7/18/2023 1:01 PM
15	We confirm appts 72 hours ahead and again 24 hours ahead. Our n/s rate is between 5-7%. We are 70% Medicaid	7/18/2023 11:28 AM
16	No shows are typically <5%. Recently 10-15% since Summer school vacations started.	7/18/2023 11:17 AM
17	We can not charge a no show fee for Medi-Cal patients.	7/18/2023 11:09 AM
18	Our no show rate is about 3% If patient is mote than 10 minutes late it is a no show but we still work with them especially if drive in from out of town	7/18/2023 11:05 AM
19	We send 3 automated reminders. If they didn't confirm to one of the first 2 automated reminders, a staff member will call 1 day before the appt. The 3rd reminder is at 4 hrs before the appt.	7/18/2023 10:54 AM
20	Only charge for no-shows after 3rd offense.	7/18/2023 10:46 AM
21	We've seen a steady rise in no show rates over the past few years as vaccine hesitancy increases and families decide to not come in so they do not have to have a discussion about vaccines.	7/18/2023 10:02 AM
22	We charge after the 2nd (and thereafter) no-shows. First no-show they get a letter explaining the policy.	7/18/2023 9:55 AM

PPMA STAT 48 Poll #231 (July 18, 2023)

23	High medicaid population, providers don't feel it's fair to charge commercial parents for N/S when we can't do the same for medicaid.	7/18/2023 9:43 AM
24	We have a 3 strikes and you are out policy that just went into effect. First no show is a warning, 2nd is a late fee, 3rd is discharged from the practice.	7/18/2023 9:13 AM
25	I would love to know what has been successful for others. I feel we have tried everything in the book to hold parents accountable. Same day cancellations are a huge problem. There seems to be a lot of car trouble, got called into work or patient/parent is sick and cannot come to the appointment. We include same day cancellation, no shows, and late appointments beyond the grace period all as a "No Show."	7/18/2023 8:41 AM
26	Marked as no-show depending on how late they are, how full the doctor's schedule is (well visits). We work in sick visits. We cannot always be expected to accomodate people that arrive once their appointment time is over.	7/18/2023 8:31 AM
27	Seems worse than prior to pandemic. Not sure why	7/18/2023 8:25 AM
28	This issue plagues us especially with Medicaid patients as there is no recourse. We are struggling with effective ways to combat our high no show rate as it has become a liability.	7/18/2023 8:14 AM
29	our state medicaid does not allow us to discharge patients who miss lots of appointments. How do other practices handle this?	7/18/2023 8:08 AM
30	I'd love to know how people handle new patients that repeatedly no show. We have been told we cannot bill them if no formal relationship is established.	7/18/2023 7:58 AM
31	We contact those who we feel absolutely need to be seen. Though not asked, we dismiss after 3 no shows	7/18/2023 7:44 AM
32	We discharge patients after 3 no shows. If new patients no show their first appointment we do not accept them as patients.	7/18/2023 7:39 AM
33	What are others doing?	7/18/2023 7:31 AM
34	If a patient has three family no shows within a 2 year period, we dismiss them from our practice.	7/18/2023 7:30 AM
35	We have pts fill out postcard at WCC for the next year. We mail it 30 days before appt. We call 2-3 days before the appt for reminder. No shows get 2 post no show phone calls ... if missed appt for events outside their control (Accident/ER/Hosp/Death in Family etc...) we don't charge.	7/18/2023 7:28 AM
36	We have never been able to solve this. Our high Medicaid population often has transportation and work issues. We do not stress over it. We stay busy enough.	7/18/2023 7:20 AM