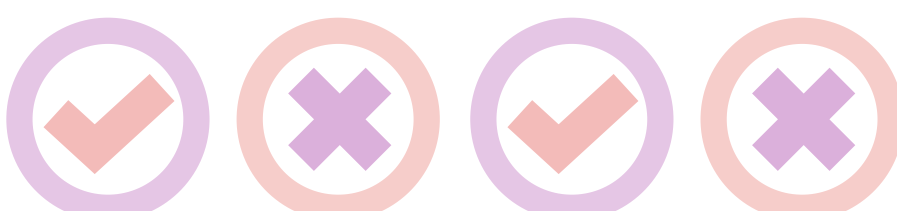
Reduce No-Shows and Late Cancellations

Your Care Center's time is valuable, and every time a patient does not show for an appointment, you lose an opportunity to maximize the daily schedule. To help ensure compliance with appointments, we recommend implementing a no-show fee for patients who don't show to their appointments or cancel with less than 24 hours' notice. For surgeries, this timeframe can be increased to 48 hours' notice.

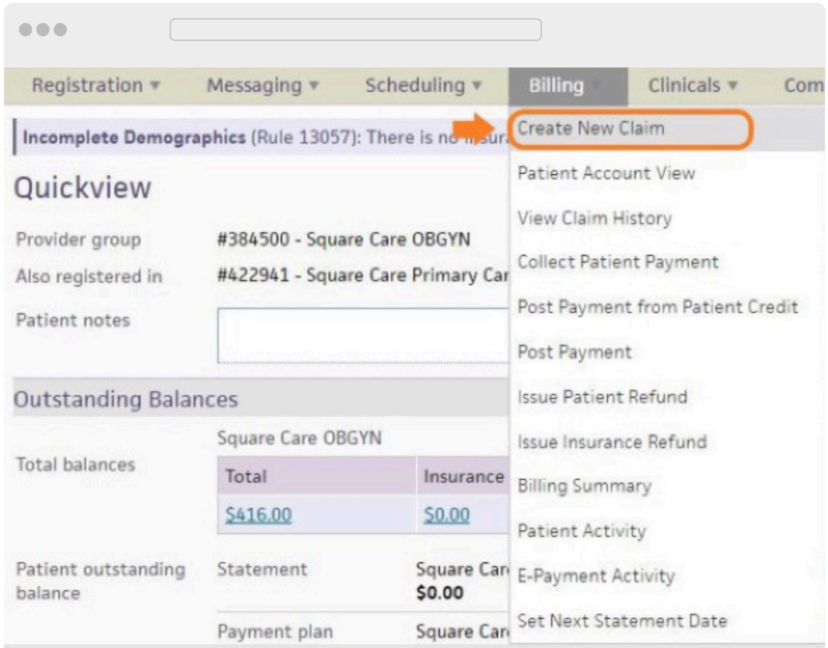
By implementing no-show fees within your care center, you can **decrease your no-show rates** and also recoup a **portion of revenue lost from cancelled appointments.** In addition, this helps to:

- Encourage patients to show for appointments
- Increase timely cancellations to allow practice to rebook over cancelled slots
- Soften revenue loss for untimely cancellations

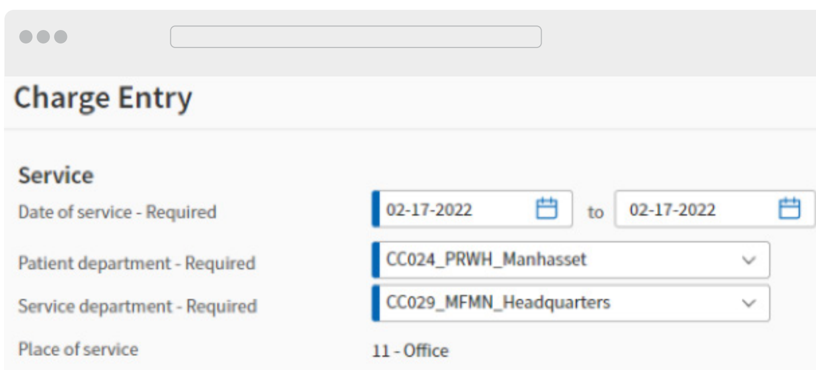
The process is quick and will take less time than checking a patient in and out, so you won't have to worry about increased administrative burden on your staff.



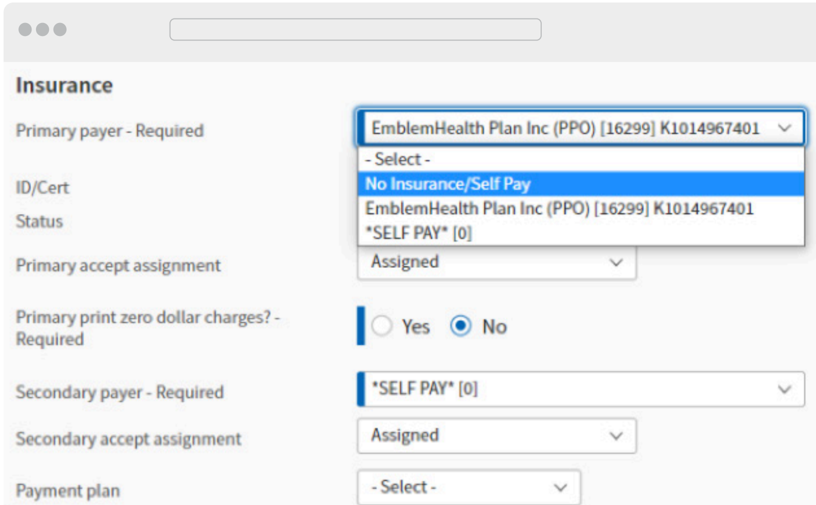
Once you identify the no-show/short-notice cancellation, go to the patient's account and select **"Create Claim"** as shown below.



In the charge entry screen, enter the date of service the appointment was scheduled for, patient's department and service department.

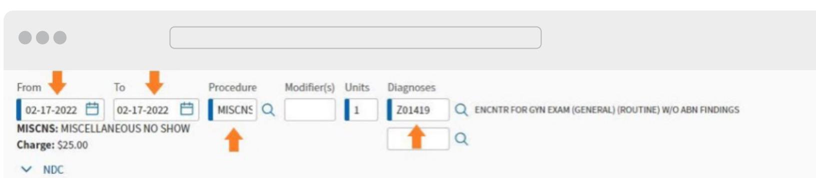


Now, navigate to the upper right hand corner of the page and select **"Advanced".** From here, you will go to the dropdown menu for Insurance and select **"No Insurance/Self Pay".**



In the Charges section, enter the date of service for the cancellation/no show.
Please Note: This date may auto-populate based on the date of service entered.

In the Procedure code section, enter MISCNS, which is the homegrown code reflecting No Shows/Cancellations. Add the dollar amount per unit as approved by your Medical Group's No-Show policy which will be charged to the patient. Then, add the diagnosis code based on the last encounter or the patient reason for visit. See below:



Then select "Create Claim", and your no-show fee will drop to the patient.

How to get started:

- Review your no-show rate using the Insights Dashboard.
- Review your Care Center/Medical Group's financial policy on no-show fees.
- Consider signage in the waiting room notifying patients that there is a no-show fee, and/or send a campaign to patients to notify them that your practice will be charging no-show fees.
- Consider the effort to collect no-show fees and potential increase to self-pay A/R rate for uncollected fees.

If you need assistance on implementing, reach out to your Practice Performance Partner (PPP).

Check out your care center's no-show rate in a few quick clicks! In athena, go to reports – insights dashboard – see more patients – and scroll down to 'dig deeper on schedule utilization'. Make sure you are filtered to the appropriate department. If you have a high no-show fee, you may need to increase awareness with patients surrounding no-show fees or increase the amount charges.