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| **Subject:** **No-Show Policy – For Patients** | **Effective Date:** April 8, 2015 |
| **Approved By: James Arcoleo, DO**  | **Title: President** | **Revision Date:** August 1, 2022 |

[**Reason/Purpose of No-Show Policy for Patients**](https://www.trinityhealthofne.org/pvcardiology/for-our-patients/no-show-policy)

For continuation of care, it is important that patients attend their scheduled appointment(s) at Hampden and Franklin County Cardiovascular Associates (HFCCA) and or Hampshire Cardiovascular Associates (HCA). HFCCA/HCA is dedicated to providing the best cardiac care to you, our patient. We ask that patients provide appropriate notice, as designated by visit type below, if they are unable to attend their scheduled appointment. This policy was created to allow HFCCA/HCA the ability to accommodate other patients in need of care timely access to our practice.

**Office Visits**

Patients will receive a confirmation phone call two business days prior to their appointment in addition to a text message reminder, provided HFCCA/HCA has the mobile telephone number of the patient.

Three consecutive missed appointments may result in patient being discharged from the practice and asked to seek cardiac care elsewhere. This is not meant to be punitive, however, the goal at HFCCA/HCA is to provide patients with timely appointments. Failure to show for an appointment impedes our ability to properly care for you and deprives other patients of access to appointments.

***NO SHOW FEE: Patients will be subject to a $50.00 fee if they fail to provide a 48-hour notice or no-show for their appointment.***

**Diagnostic Testing**

Patients will receive a confirmation phone call five days prior to their diagnostic test. If the appointment is not confirmed, patient will receive another notification call three days prior to the test. In addition, patients will receive an automated call two business days prior to their diagnostic test as well as a text message, provided HFCCA/HCA has the mobile telephone number of the patient.

If patient needs to reschedule their appointment, we ask that they provide a three-day notice; this allows the office sufficient time to accommodate another patient in need of a testing appointment and for the office to obtain a prior authorization if required.

Three consecutive missed testing appointments may result in patient being discharged from the practice and asked to seek cardiac care elsewhere. This is not meant to be punitive, however, the goal at HFCCA/HCA is to provide patients with timely appointments. Failure to show for a testing appointment impedes our ability to properly care for you and deprives other patients of access to appointments.

***NO SHOW FEE:***  ***Patients will be subject to a $200.00 fee if they fail to provide 72-hour notice or no-show for their diagnostic test.***

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**In Office Procedures (Vein Ablation/ILRs/Nuclear)**

Patients will receive a confirmation phone call five days prior to their procedure or nuclear test. If the appointment is not confirmed, patient will receive another notification call three days prior to their in-office procedure or nuclear test. In addition, patients will receive an automated call two business days prior to their in-office procedure or nuclear test as well as a text message, provided HFCCA/HCA has the mobile telephone number of the patient.

If patient needs to reschedule their appointment, we ask that they provide a three-day notice; this allows the office sufficient time to accommodate another patient in need of a testing appointment and for the office to obtain a prior authorization if required.

Three consecutive missed procedure appointments may result in patient being discharged from the practice and asked to seek cardiac care elsewhere. This is not meant to be punitive, however, the goal at HFCCA/HCA is to provide patients with timely procedure appointments. Failure to show for an appointment impedes our ability to properly care for you and deprives other patients of access to appointments.

***NO SHOW FEE:***  ***Patients will be subject to a $500.00 fee if they fail to provide 72-hour notice or no-show for their in-office procedure or nuclear test.***

**Hospital Procedures**

It is important that patients arrive for their Procedure that is scheduled at Baystate Medical Center (BMC) or Cooley Dickinson Hospital (CDH). The office schedule of your physician was blocked to allow him to be at the designated hospital to perform your procedure.

As soon as the designated hospital confirms your procedure date and time, a representative from HFCCA/HCA will call to inform you of the date and time that you must arrive for your procedure. Procedure instructions will also be sent via first class mail. In addition, patients will receive a confirmation phone call from HFCCA/HCA one to two weeks prior to their hospital procedure. Patient will also receive a call from the hospital registration staff 24-48 hours prior to the procedure.

We request that a one-week notice be provided should you need to reschedule your hospital procedure. This allows the office sufficient time to accommodate another patient with a sooner appointment for their procedure.

Three consecutive rescheduled procedures may result in patient being discharged from the practice and asked to seek cardiac care elsewhere. This is not meant to be punitive, however, the goal at HFCCA/HCA is to provide timely access to patients in need of procedures.

***NO SHOW FEE:***  ***Patients will be subject to a $1,000.00 fee if they fail to provide appropriate notice or no-show for their hospital procedure.***

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**Patient – Late Arrival**

When a patient arrives late for an appointment it impedes the ability of Providers or Technicians to maintain a timely workflow and impacts our ability to see other patients during their scheduled appointment time. However, HFCCA/HCA recognizes that at times circumstances beyond our control may impact ability for timely arrival to appointments. To accommodate for this, HFCCA/HCA allows a 20-minute window for late arrival prior to reflecting that patient as a no-show in the EMR.

Three consecutive no-show/missed appointments may result in patient being discharged from the practice and asked to seek cardiac care elsewhere.

**No Show**

“No Show” shall mean any patient who fails to arrive for a scheduled office visit, diagnostic testing appointment, in office procedure, hospital procedure or fails to provide appropriate notice as described in the visit types above.

“No Show” is reflected as such in the patient’s medical record. This documentation may be used as evidence of patients actions and allows the Physician to determine if further action is necessary. Three consecutive no-show/missed appointments may result in patient being discharged from the practice and asked to seek cardiac care elsewhere.

**Note:** Health plans do not compensate HFCCA/HCA for no-shows or cancelled appointments.

**Exceptions**

Certain insurances are exempt from the fee structures reflected in this policy. Below are some of the insurances that are exempt from fees and instances that HFCCA/HCA would waive the fee. MassHealth and Medicaid are essentially the same thing. In Massachusetts, our Medicaid program is called MassHealth. Some other states also have their own names, while others just call it Medicaid.

* Patients with Medicaid/MassHealth coverage may not be billed any fees.
* Patients with Medicaid/MassHealth for primary coverage or secondary coverage may not be billed any fees.
* Patients with MassHealth product for coverage (Example: HNE Be Healthy, BMC Healthnet Plan, Tufts Public Health, etc.) may not be billed any fees.
* Patients who do not show for their appointment due to hospitalization will not be billed any fees.
* Patients who do not show due to catastrophic situation; instances of this nature will be reviewed by upper management.
* Patient will not be billed for cancellations/reschedules initiated by Baystate Medical Center, Cooley Dickinson Hospital, HCA and HFCCA.

***HFCCA/HCA reserves the right to modify, suspend, or terminate this policy at any time.***