

CUC Late Patient Workflow

Effective: 08/22/22

Late Patient: Arrival 15 minutes or more after scheduled appointment.

Providers: Provider to review charts, in advance. They are to flag the patient as high risk in Epic.

Registration:

- Children **newborn - 2yrs**, and/or high risk will be seen.
- Children scheduled on the CPC Panels will be seen, regardless of age.
- Advise parent/guardian that he/she is late for appointment. Patient will be seen after the patients who've arrived on time for their appointment.
- Patient may be seen by the scheduled provider or another available provider. This depends on availability.
- Please advise RN, via Secure Chat, the late patient has arrived.
- Siblings – If one sibling is late (e.g. 9a appointment arrives at 9:15a). Sibling appointment is 920a, **parent must decide** if they would prefer to have one child seen **or** re-schedule both appointments.

Children 3yrs and older:

- If there is a High-Risk Flag, register patient. Advise parent/guardian that he/she is late for appointment. Patient will be seen after the patients who've arrived on time for their appointment.
- Patient may be seen by the scheduled provider or another available provider. This depends on availability.
- If there is no flag...
 - Escort parent/guardian to check-out **AND** advise the Check Out Team that the patient is a late arrival and needs to re-schedule appointment.

Check-Out:

- Flex Provider should be first option. However, all panels should be reviewed for availability (including same day).
- **DO NOT** contact providers. This interrupts patient flow.
- When re-scheduling, please remember to put reason for re-scheduling (e.g. 15 minutes late for appointment).
- If the parent/guardian states the patient(s) is sick, they are to be referred to sick clinic. Please be sure to give your sick clinic team members a courtesy call to advise you're sending a patient over.

NOTE:

- No one is to call the provider. You must communicate w/the Clinical nurse x8147 or x4290. You can also call their intercoms which are listed on CUC Phone List.
- **Newborn - 2yrs that arrive AFTER 11:40a** please contact the Clinical RN. RN will review the chart and/or speak w/the provider. He/she will then advise registration if patient is to be seen. The family must be informed that he/she will be seen as soon as possible. However, patients/families that have arrived on time for their appointments will be registered/seen first.
- If you are aware the family of a newborn opted to leave without being seen, **please secure chat the provider with whom he/she was scheduled**. The provider (or designee) will reach out to the family to follow-up for "any medical concerns, etc."
- Should the parent/guardian decline the appointment, a secure chat **must** be sent to RN.
- **AFTER 11:40a AND 4:00p (last appointments)**, ages 3yrs and over/alert, they are to be re-scheduled for the first available appointment.