Missed Appointment Matrix

Provider	Urgency	Risk Level	Next Gen	Patient Contact

Provider

(Session Ends)

↓

Provider Reviews Schedule for Missed Appts

↓

Provider makes one attempt to contact family to reschedule

↓

Provider Determines Urgency to Reschedule Appt

↓

Open Missed Appointment Template

Ultra High Risk = Missed multiple appointments plus one of the following: prior DHS involvement, FTT, History of parental substance abuse, chronic illness, Social Work concerns documented in the past, parental or child psych concerns

Urgency

Newborn Patient? (<1month) — NO

Young Infant / Child (>1m)? — NO

Socially Complex Patient? — YES / NO

Risk Level

High Risk w/ hx of NoShow? — NO / YES

Ultra High Risk

Other (Low risk, multiple missed appts)

Low Risk/Just a No Show

Next Gen

Example of guidance about rescheduling: "Pt can be overbooked into my clinic at 8:15 AM in 2 weeks" Or "I don't know this patient, first available with any provider is OK"

Select Appropriate Time Frame for Rescheduling Appt AND **Provide guidance in NOTES about Rescheduling/ Overbooking** → Task to CCAH RN Group

Select Appropriate Time Frame for Rescheduling Appt AND **Provide guidance in NOTES about Rescheduling/ Overbooking** → Task to CCAH Front End Users

Select Appropriate Time Frame for Rescheduling Appt AND **Provide guidance in NOTES about Rescheduling/Overbooking** → Task to Ambulatory Social Work group or Giacinta AND **Page Social Worker to immediately address issue** → Social Work task to CCAH Front End Users to reschedule

Select Appropriate Time Frame for Rescheduling Appt AND **Provide guidance in NOTES about Rescheduling/ Overbooking** → Task to CCAH Front End Users

Select Appropriate Time Frame for Rescheduling Appt AND **Provide guidance in NOTES about Rescheduling/ Overbooking** → Task to CCAH Front End Users

Patient Contact

Appt Rescheduled by Provider

YES ↑

Did Provider make contact with Family? — NO

RN Call Family to Triage and Reschedule Appt

Rescheduling Group Call Family to Reschedule Appt

Rescheduling Group Call Family to Reschedule Appt. Send task to Ambulatory Social Work group or Giacinta with new appointment date as due date on task.

Send Missed Appt Letter

Phase