

# Surgery Center of Southern Oregon, LLC

## Policy and Procedure

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### **Policy Name: Cancelled or Missed Appointments**

### **Policy Number: ADM-39**

Initial Date: 1997

Revised Date: 09/2023

Reviewed: 09/2023

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#### **Policy:**

To establish a tracking mechanism for missed and canceled appointments and for cancellations after admission

#### **Procedure:**

##### **A. Documentation:**

Cancellations and missed appointments are tracked in the health management system. If the procedure is cancelled after admission, a note should be placed in the nursing note section of the patient chart stating the reason for cancellation. The Manager for the Department where the cancellation occurred is to enter a variance into the Vision system as Cancellation after admission, stating reasons for cancellation which are tracked and reviewed as part of the QAPI program and included in the Ambulatory Surgery Center Association (ASCA) Benchmarking survey.

##### **B. Billing:**

If a patient is a "no show", "no call", or missed appointment, without proper 48-hour notification the patient may be charged a cancellation fee of \$100.00. The front office staff will submit a list of these patients to the Billing Office. The Operations Coordinator will cancel the case and document the reason for the cancellation in the core application of the patient account. A bill will then be sent to the patient or guardian within 7-10 business days. In the event that the patient had a truly unavoidable emergency or circumstance the fee may be waived at the discretion of the Operation Coordinator.

#### **Approvals:**

Skyler Dickson, Executive Director  
Name/ Title

September 11, 2023  
Date

Julie Robinson, Operations Coordinator  
Name/ Title

September 11, 2023  
Date

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