POLICY D: CLINICAL

I. APPOINTMENT SCHEDULING

A. Purpose

The accurate scheduling of patient appointments provides for increased volume of patients seen in a day, revenue and care quality while decreasing the amount of time students are out of the classroom. Appointment scheduling also provides an accurate record of patient care.

B. Booking Appointments

1. The Medical Assistant (MA) or Office Support Specialist (OSS) is the scheduling coordinator for each clinic. Providers are allowed to book their own appointments, but the MA/OSS is responsible for the accuracy and management of the clinic's appointments.
2. All appointments will be booked in the Electronic Practice Management system (EPM). Appointments include any meeting between a provider and patient.
3. Walk-ins are accepted at any time a provider is available.
4. Appointments will only be made for active registered students of the high school in which the clinic is located. The clinic will not book appointments for suspended or expelled students, faculty, staff or parents of students. The clinic may see graduated seniors through the summer until the beginning of the following school year.
5. Since patients are students and the goal is to keep them in class as much as possible, patients will wait no more than 10 minutes after the originally scheduled time of an appointment. If the provider is not available after 10 minutes, then the appointment will be rescheduled for a later time and the student sent back to class.
6. Providers will not be double-booked for the same appointment time.

   See *EPM How-to Guide 2: Scheduling Patient Appointments* for proper booking procedures.

C. Appointment Management

1. Cancelled and no-show appointments will be tracked to provide an accurate patient care record.
2. Missed appointments will be rebooked whenever possible to ensure the patient received the proper care needed. *See EPM How-to Guide 5: Rescheduling & Cancelling Appointments*
3. Recall plans in the EPM will be used whenever appropriate to ensure patients are booked for follow-up appointments. *See EPM How-to Guide 4: Checking out Appointments*
4. The Daily Appointment Report will be run from the EPM daily. This report will include the next day's appointments in the event the EPM or internet connections fail. *See EPM How-to Guide 7: Reports*

9/6/2012- Draft

Approved

Barbara Kyle, Program Manager	Date
Dr. Nicole Chaisson, Medical Director	Date