

POLICY AND PROCEDURE

POLICY NUMBER: 220-1003

POLICY TITLE: Health and Wellness Center Cancellation and No-Show Policy

EFFECTIVE DATE: July 3, 2017 **REVISION DATE:** _____

APPROVED BY: _____
CITY MANAGER MAYOR

Confirmed by Council of the Columbus Consolidated Government, Ordinance No. _____
dated the ___ day of _____.

PURPOSE:

Providing quality medical care in a timely manner for patients at the Health and Wellness Center(HWC) is a priority of the Columbus Consolidated Government. No shows, late shows and cancellations deprive those patients who need access to medical care.

To eliminate or reduce No-shows or last minute cancellations at the Health and Wellness Center, active employees and pre-65 retirees on the City's healthcare plan will be assessed a fee whenever the employee or eligible spouse or dependent is a No-show or last minute cancellation for a scheduled appointment at the HWC.

DEFINITIONS:

Eligible Employee – an employee who is enrolled in the City's healthcare plan. Eligible employee shall include pre-65 retirees on the healthcare plan.

Pre-65 Retiree – a retiree under the age of 65 who is enrolled in the City's healthcare plan.

Eligible Spouse or Dependent – the spouse or dependent of an eligible employee or pre-65 retiree who is enrolled in the eligible employee's group health plan as the spouse or dependent of the eligible employee.

Patient – an eligible employee, spouse or dependent on the City's healthcare plan.

Appointment – a scheduled time to meet with the Physician, Physician Assistant, or Nurse Practitioner. This also includes scheduled times for lab work, tests, shots, exams and other screenings.

No-Show Appointment – Any scheduled appointment with a provider in which the patient either:

- Does not arrive to the appointment, or misses the appointment without cancelling it
- Does not cancel the appointment by or before 9:00AM on the day of scheduled appointment
- Arrives more than 15 minutes late for appointment

Late Cancellation - A cancellation is considered to be late when the appointment is not cancelled by or before 9:00AM on the day of a scheduled appointment.

Health and Wellness Center Cancellation and No-Show Policy

SCOPE:

A fee shall be assessed when the employee and/or eligible spouse or dependent is a No-Show or Late Cancellation for a scheduled appointment unless the employee's No-Show or Late Cancellation was due to a duty-related incident that could not be anticipated or avoided.

PROCEDURES:

1. The HWC management company shall provide the CCG with a weekly spreadsheet of all No-Shows and Late Cancellations.
2. Within seven (7) days after receipt of the No-Show report, the Human Resources Department shall provide a Notice of Charge to all employees whose names, including those of their eligible spouses and dependents included on the report as a No-Show or Late Cancellation.
3. The first time there is a "no-show", or late cancellation, there will be no charge to the patient. A second occurrence will result in a \$25 fee. A third occurrence will result in another \$25 fee, and the patient may be suspended from the HWC for up to six months.
4. In the case of a No-Show or Late Cancellation due to a duty-related incident that could not be anticipated or avoided, the fee will be waived when the Department Director/Division Manager provides Human Resources via email within five business days of the missed or cancelled appointment a reasonable explanation for same. It is the employee's responsibility to notify the Department Director/Division Manager within two business days of a missed appointment due to a duty-related incident. Fees and/or leave charges will not be waived after the fifth (5) business day.
5. The employee shall have 15 days from the date of the Notice of Charge to contact Human Resources to challenge in writing the accuracy of the Notice of Charge.
6. For active employees and their dependents, the fee must be paid to the Finance Department, in cash or by credit card. Payment must be received within 30 days following the date of the Notice of Charge and prior to the next scheduled appointment at the HWC. To cancel an appointment, call the Patient Access Center at 1-800-993-8244.

Please sign that you have read, understand and agree to this Cancellation and No-show Policy.

_____ Last 4 digits of SS# _____
Patient Name (Please Print)

Signature of Patient or Patient Representative

Date