

## What standard policies have proven effective when dealing with late patients?

- 1) A nice eulogy from the doctor is always appreciated.
- 2) It depends on the how each physician runs his practice. If the doctor is always late then patients learn to show up late so they won't have to wait as long.
- 3) Late and NO SHOW policies can be set into play discriminating against anyone we choose (usually capitated Medicaid).
  - a) 1 no show in a.m. and one in p.m. = \$25,000/year lost (you do math for your average visit charge).
  - b) Reserve the right to reschedule the late or no show patient if they are more than 10 minutes late. But, if receptionists are turning late patients away when you have room to see them just because of policy then you're still losing money unnecessarily.
- 4) Keep in mind arguments with patients are not very effective and might create unnecessary legal issues for you.
- 5) Add policy in new patient information packet the patient signs (but usually does not read content of) when they are new to the office.
  - a) If the patient is more than 15 minutes late, whether the patient is seen is up to the discretion of the provider or provider's nurse. And also deal with:
  - b) How acute is the patient's needs?
  - c) How will the disruption impact that specific day's schedule?
  - d) Recurrent repeat offenders run the risk of dismissal from the office after 3 late arrivals in a row. Or, a note is put in chart/computer that the patient must talk to the doctor or nurse before they can make another appointment.