

Factor 7: Follows up with patients/families who have not kept important appointments

There are multiple places within PCC's software to see whether any recent appointments have been missed for any given patient. Within the patient editor in PCC's practice management software, the third page includes information about the patient's appointment history. Included here is the total number of appointments they've scheduled since being added to the system and, most importantly for this factor, the number of missed and canceled appointments they've had and the most recent occurrence for each.

Here is an example of this section for Pebbles Flintstone

Current Appointments:		Total Appts:	22	Most Recent Occurrence:
04/10/14	Asthma RecheDr. Casey	Missed:	1	11/07/13 Sick Call
		Cancelled:	1	01/01/08 Sick Call

We can see that Pebbles missed an appointment last November, but that was the only missed appointment on file for the patient. Clinical staff can look here to determine if the patient habitually misses their appointments.

Another place to look is a more detailed appointment history showing past and future appointments within the patient scheduler:

SAM Inquire								Page 1 of 2	
Date	Time	Day	Provider	Loc	Reason	Mins	Status		
Patient: Pebbles Flintstone									
04/10/14	10:00am	Thu	Dr. Case	Off	Asthma Recheck	15.0	Enc: allis		
04/04/14	4:05pm	Fri	Dr. Case	Off	Sick Call	15.0	Enc: alive		
11/09/13	11:15am	Sat	Dr. Gome	Off	Sick Call	15.0	Chg Posted		
11/07/13	1:25pm	Thu	Dr. Gome	Off	Sick Call	15.0	Missed		
03/21/13	11:45am	Thu	Dr. Case	Off	8yr - 9yr Well	30.0	Chg Posted		
01/23/13	10:45am	Wed	Dr. Will	Off	Immunizations O	5.0	Chg Posted		
03/16/12	10:30am	Fri	Dr. Will	Off	8yr - 9yr Well	30.0	Chg Posted		
03/22/11	9:45am	Tue	Dr. Will	Off	6yr - 7yr Well	30.0	Chg Posted		
03/19/10	4:00pm	Fri	Dr. Will	Off	6yr - 7yr Well	30.0	Chg Posted		
03/22/09	2:15pm	Sun	Dr. Will	Off	5yr Well Visit	30.0	Chg Posted		
01/02/08	1:00pm	Wed	Dr. Davi	Off	Sick Call	15.0	Chg Posted		
01/01/08	1:25pm	Tue	Dr. Case	Off	Sick Call	15.0	Cancelled		
04/16/07	3:15pm	Mon	Dr. Will	Off	4yr Well Visit	30.0	Chg Posted		
03/23/07	10:00am	Fri	Dr. Will	Off	3yr Well Visit	30.0	Chg Posted		
09/16/05	4:30pm	Fri	Dr. Will	Off	18mo Well Visit	30.0	Chg Posted		

Notes: encount on 04/09/14 22:05:58 by pcc

MISS: 2 (12/22/11, Dino, 2yr Well Visi CANC: 1 (01/01/08, Pebbles, Sick Call)

Save New Notes Cancel Appt Delete Appt Next Relation Reprint Enc Form Bop To Notes

The highlighted “Status” column identifies if a past appointment is missed, cancelled, or billed (“Chg Posted”). Clinical staff can look at this full appointment history to determine if the patient has done a good job with keeping their important appointments.