

DEPARTMENT OF THE ARMY
MEDICAL DEPARTMENT ACTIVITY
Fort Huachuca, AZ 85613-7079

MEDDAC Memorandum
No. 40-43

13 August 2006

Medical Services
MISSED PATIENT APPOINTMENTS

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1. HISTORY: This issue publishes a revision of this publication.
2. PURPOSE: To establish a policy regarding follow-up of missed patient appointments.
3. SCOPE: This policy applies to all outpatient clinics at Raymond W. Bliss Army Health Clinic, Ft. Huachuca, Arizona.
4. REFERENCES: Joint Commission on Accreditation of Health Care Organizations Manual of Ambulatory Care.
5. RESPONSIBILITIES:
 - 5.1 Medical Clerk for each Outpatient Clinic will:
 - 5.1.1 Identify all individuals who have missed appointments during the day.
 - 5.1.2 Contact these individuals to reschedule their appointments.
 - 5.1.3 Annotate all no-shows in the Composite Health Care System (CHCS)/Armed Forces Health Longitudinal Technology Application (AHLTA) for tracking and appropriate follow-up.
 - 5.1.4 Notify the Primary Care Provider of those individuals who cannot be contacted.

*This publication revises MEDDAC Memo 40-43, 29 Mar 04.

5.1.5 Forward medical records of those patients who cannot be contacted to Patient Administration for further disposition.

5.2 Primary Care Provider will:

5.2.1 Review missed appointments to determine if failure to keep the appointment may adversely affect the patient's health.

5.2.2 Determine whether the patient who has missed an appointment requires immediate follow-up or can wait for the next available appointment.

5.2.3 Contact those patients for whom immediate follow-up is deemed necessary.

5.3 Patient Administration Division, Outpatient Records Branch will:

5.3.1 Attempt to locate the phone number and address of patient's whom the clinic staff are unable to contact.

5.3.2 Refer additional information to the physician for action.

The proponent of this publication is the Patient Administration Division. Users are invited to send comments and suggested improvements on DA Form 2028 directly to the Patient Administration Division, RWBAHC, ATTN: MCXJ-PA, Fort Huachuca, AZ 85613-7079.

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