



## Patient Visit Types/Scheduling Procedure

**Purpose:** TCCH makes every effort to accommodate patient scheduling. Given the number of daily visits scheduled and the availability of our providers, patients are being provided with definitions of appointment types and requested to adhere to scheduling procedures

### DEFINITIONS:

- **Clinical appointment** – Appointments scheduled with a provider (MD, DO, PA, NP, or Dentist, Community Pharmacist) or with clinical assistant (MA, LPN, RN etc)
- **Re-Schedule** - Patient who requests to re-schedule the appointment with at least 24-hour notice of the appointment.
- **Late:** Patient is considered late if he/she arrives more than 7 minutes after scheduled appointment time.
- **Cancellation** – Patient who calls to cancel the appointment with at least 24 hours' notice of appointment and appointment is not re-scheduled.
- **No Show-** Patient who arrives more than 7 minutes late for an appointment or who does not arrive to appointment without rescheduling or cancelling with less than 24-hour notice.
- **Walk-in** – Patient physically arrives at clinic without an appointment scheduled.
- **Same day work-in** – Patient who is worked into the schedule based on availability and workload for that day.
- **New patient** – An individual that has not been seen by a provider in the TCCH health system in the last 3 years
- **Established patient** – An individual that has been seen by a provider in the TCCH system within the last 3 years

### Procedure:

“No-Show” Appointments: Every effort will be made to contact patients who are considered “no-show” for an appointment.

Patients (head of household or guarantor) who have more than two (2) “No-Show” appointments within the past twelve (12) months will be unable to make another scheduled appointment for six (6) months in Medical and Behavioral Health and six (6) months in Dental. During this time period, patients will be able to seek services as a same-day or walk-in appointment.