

Doc. ID	Version	Document Title	Effective date
BAB.POL.4010	1.0	No Show/Cancellations Policy	10-OCT-2022



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1. Contents

1. Contents	2
3. Purpose	2
4. Introduction	3
5. Scope	3
6. Definitions	3
7. Procedure	3
Policy Acknowledgment	3
No Show Appointments	3
Cancellations	4
8. References	4

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3. Purpose

The purpose of this policy is to strive to provide excellent medical care to all of our members. Consistent with this, we have developed appointment cancellation and no-show policies that allow us to better schedule appointments for all members.

4. Introduction

Babylon strives to put healthcare in the hands of as many people as possible. In order to achieve this, we need to ensure we have the appropriate processes and technology defined to deliver effective and meaningful consultations, and ensure clear and defined expectations of our members and practitioners. The enforcement of the policy will allow for the reduction of our no show and cancelation rates and increase the scheduling and appointment availability for our members.

5. Scope

The scope of this policy is to monitor and manage appointment no-shows and late cancellations initiated by members. If a member cancels less than 4 hours prior to the appointment six times in 12 months, the member may be dismissed from the practice. Additionally, If a member has 3 no-shows within a six month period, they may be dismissed from the practice. Reports will be used to determine the number of no show and cancellations as well as to reschedule members

6. Definitions

No - Show - member does not attend their scheduled appointment

Cancellation - member cancels appointment less than 4 hours from appointment time

A/V Tech Issue- It is determined that no show or cancellation status was due to technical difficulties and not a result of either member or provider.

Practitioners: Physicians (GM, BH) who provides continuing medical

7. Procedure

Policy Acknowledgment

Prior to scheduling an appointment, all members will be able to view the No Show and Communications Agreement (Addendum A). This document states that in order to cancel an appointment, members are required to cancel through the booking app, call, or leave a message with Support at least 4 hours before their appointment time. If a member cancels less than 4 hours prior to the appointment six times in 12 months, the member may be dismissed from the practice. Additionally, If a member has 3 no-shows within a six month period, they could be dismissed from the practice. All dismissals have to be approved by the practitioners.

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For staff guidance on how to manage and report patient no shows and cancellations follow the FFS & B360 No Show Cancellations User Guide

No Show Appointments

The support team is responsible for contacting the patient within 24 hours of the missed appointment offering them the opportunity to reschedule. If a patient has 3 no-shows within a six month period, they could be dismissed from the practice. The member's chart is reviewed and dismissals are determined by a physician only, no exceptions, in accordance with Babylon guidelines. If the member is dismissed, a certified letter will be sent to the members' known address by the support team and it will be notated in the medical record. When a patient does not show up for an appointment, the ability to refill medications could be impacted.

Cancellations

If a patient cancels less than 4 hours prior to the appointment six times in 12 months, the patient may be dismissed from the practice. The member's chart is reviewed and dismissals are determined by a physician only, no exceptions, in accordance with Babylon guidelines. If the patient is dismissed, a certified letter will be sent to the patient's known address by the support team and it will be notated in the medical record.

All patients should be provided with the medical appointment cancellation/ no show policy information when an appointment is scheduled and the information should be available on Babylon's website.