

## CANCELLATION, LATE ARRIVAL, AND MISSED APPOINTMENT POLICY

### **Purpose**

To ensure efficient use of resources and provide timely and quality care to all students, WPI Student Health Services has established the following Cancellation, Late Arrival, and Missed Appointment Policy. This policy aims to minimize the impact of missed and late appointments on the healthcare system and to promote accountability among our patients.

### **Definition**

- A Missed Appointment occurs when a patient:
  - Fails to attend a scheduled appointment without prior notification.
  - Cancels an appointment with less than 2 hours' notice.
- A Late Arrival is defined as arriving 10 minutes or more past the scheduled appointment time.
- A Cancellation is defined as a scheduled appointment cancelled up to 2 hours prior to the scheduled appointment time.

### **Policy Guidelines**

#### **1. Appointment Reminders**

- Patients will receive appointment reminders via email, text, or phone call 24 hours and one hour before their scheduled appointment. It is the patient's responsibility to ensure their contact information is up to date and to enable appointment reminders.

#### **2. Cancellation and Rescheduling**

- Patients are required to cancel or reschedule their appointments at least 2 hours in advance. Cancellations can be made online up to 24 hours in advance. If cancelling within 24 hours of a scheduled appointment, the student must cancel via phone, or in person during office hours.

#### **3. Late Arrivals**

- Patients who arrive late (10 minutes or more) for their scheduled appointment will need to reschedule for the next business day unless:
  - SHS will be closed on the next business day.
  - The appointment reason is triaged as urgent.
- If rescheduling is necessary, the appointment will be considered a same-day cancellation and may be subject to the Missed Appointment Policy.

#### **4. Consequences of Missed Appointments**

- **First Missed Appointment:** An email (Appendix A) will be sent to the patient reminding them of the importance of attending scheduled appointments, and our policy on how to reschedule and cancel appointments.
- **Second Missed Appointment:** An email (Appendix A) will be sent to the patient reminding them of the importance of attending scheduled appointments, outlining our policy on how to reschedule and cancel appointments, and alerting them of the consequences of three missed appointments during one academic year.
- **Third Missed Appointment:** An alert will be placed on the student's medical record for the appropriate academic year. After 3 missed appointments, the student can only schedule same-day appointments by calling the SHS office during business hours for the rest of the academic year.

#### **5. Exceptions**

- We understand that emergencies and unexpected situations can arise. Patients who miss an appointment or arrive late due to a genuine emergency may contact the office to discuss waiving any penalties. Each case will be reviewed individually.

#### **6. Appeals**

- Patients who believe a missed appointment or late arrival designation or associated penalty has been applied unfairly may appeal in writing to WPI Student Health Services within 14 days of the missed appointment or late arrival notice. The appeal will be reviewed by the office administration.

#### **7. Communication**

- This policy will be communicated to patients after all late arrivals or missed appointments and will be made available on the WPI Student Health Services website and in printed materials within the office.

#### **8. Effective Date**

- This policy is effective as of 9/30/24 and applies to all appointments scheduled on or after this date.

### **Contact Information**

For questions or concerns about this policy, please contact WPI Student Health Services at 508-831-5520 or [SHS@wpi.edu](mailto:SHS@wpi.edu).

#### **Appendix A:**

1st Missed Appointment Email (sent from WPI SHS inbox):

Subject Line: Regarding Your Missed Appointment with Student Health Services

Date Written: 9/25/24

Approved By: Lisa Pearlman, Director of Student Health Services

Date Approved: 9/25/24

Last Revised Date: 9/25/24

Last Review Date: 9/25/24

Dear [Patient's Name],

We hope this message finds you well. We want to follow up regarding your recent missed appointment with WPI Student Health Services. We understand that unexpected situations can arise, but we also want to share how important it is to notify us if you're unable to attend your appointment.

One of our goals is to provide quality health care in a timely manner for our patients and every missed appointment takes away the opportunity for another student to be seen. We are a busy practice, and our appointment demand always exceeds our available number of appointments on any given day.

We kindly ask that you call our office at 508-831-5520 at least 2 hours in advance if you ever need to cancel or reschedule in the future, so we can offer that appointment to another patient. We are also unable to see patients who arrive 10 minutes or more past their scheduled appointment time. Patients arriving late for their scheduled appointment will be asked to reschedule their appointment for the next business day. These policies help us accommodate other students who are seeking care and ensure we can continue to offer the best possible service to WPI students.

Thank you for your understanding and cooperation. If you have any questions or need to reschedule your appointment, please feel free to contact Student Health Services at 508-831-5520.

2nd Missed Appointment Email (sent from WPI SHS inbox):

Subject Line: Regarding Your Second Missed Appointment with Student Health Services

Dear [Patient's Name],

We hope this message finds you well. We want to follow up regarding your second missed appointment at WPI Student Health Services this year. We understand that unexpected situations can arise, but we also want to share how important it is to notify us if you're unable to attend your appointment.

One of our goals is to provide quality health care in a timely manner for our patients and every missed appointment takes away the opportunity for another student to be seen. We are a busy practice, and our appointment demand always exceeds our available number of appointments on any given day.

We kindly ask that you call our office at 508-831-5520 at least 2 hours in advance if you ever need to cancel or reschedule in the future, so we can offer that appointment to another patient. We are also unable to see patients who arrive 10 minutes or more past their scheduled appointment time. Patients arriving late for their scheduled appointment will be asked to reschedule their appointment for the next business day. Since you have already missed 2 appointments, we want to bring your attention to our policy that once a student misses three appointments in an academic year, they will only be allowed to schedule same day appointments by calling our office for the remainder of the academic year.

Thank you for your understanding and cooperation. If you have any questions or need to reschedule your appointment, please feel free to contact Student Health Services at 508-831-5520.

Date Written: 9/25/24

Approved By: Lisa Pearlman, Director of Student Health Services

Date Approved: 9/25/24

Last Revised Date: 9/25/24

Last Review Date: 9/25/24

Date Written: 9/25/24

Approved By: Lisa Pearlman, Director of Student Health Services

Date Approved: 9/25/24

Last Revised Date: 9/25/24

Last Review Date: 9/25/24

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