

Appointment Booking Follow-Up Policy

PURPOSE:

At times, Marathon Family Health Team providers are unable to reach patients by telephone as they do not answer the call and perhaps do not have an answering machine.

If health or appointment information must be given to the patient, it is imperative that we try all possible avenues to get in touch with the patient.

In these instances, it is most likely that successful contact can be made with patients if we forward a letter. This saves a lot of provider time and ensures that we have attempted to reach the patient through all avenues open to us.

POLICY:

1. Initial attempts for contact with patients who need follow-up is by phone.
2. Two phone calls should be made to patients within one week of the initial request for patient contact.
3. Documentation of contact by phone and the advice left on the answering machine is made in the progress notes of the patient's EMR chart.
4. The "**Patient Follow Up Letter**" is sent immediately to the patient if attempts to reach them by phone have failed.
5. Documentation in the progress notes section of the EMR is made indicating that a Patient Follow Up Letter has been mailed to the patient.
6. At two (2) weeks, the "**Patient Reminder Letter**" is sent if contact by the patient to the clinic or MFHT provider has not been made.
7. Documentation in the progress note section of the EMR is made indicating that a second letter has been sent to the patient.
8. As a courtesy action, the MFHT provider will notify the family physician that they were unable to connect with the patient to deliver their message.
9. No more action is taken with regard to the matter if the patient does not choose to contact the office after the second letter has been forwarded.

MFHT providers should ensure that they completely document their attempts to reach the patient in the progress notes, including all phone calls and letters mailed.

Patient Follow-Up Letter

Date: _____

Dear: _____

This letter is written to you as we have been unable to reach you by phone.

You have been scheduled for an appointment on _____

at _____ with _____.

Please contact the clinic at (807) 229-3243 to confirm your attendance at this appointment.

If you are unable to attend this scheduled appointment, please contact the clinic at (807) 229-3243 to either cancel or schedule an alternate date and time.

Thank you for your assistance with regard to this matter

(Name of person sending the letter)

Patient Reminder Letter

Date: _____

Dear: _____

I sent a letter to you on _____, advising you to contact me at the clinic regarding:

As of this date, I have not heard back from you.

Please be reminded, that it is your responsibility to contact me in follow up to this issue. I have advised your family physician that all attempts to reach you have failed.

If you decide to respond to this reminder, please ensure that you ask to speak to me, and I will retrieve your electronic record so that I am able to pass the correct information on to you.

I look forward to your response.

Sincerely,

(Name of Person Sending Reminder Letter)