**THE EYE INSTITUTE FOR MEDICINE & SURGERY**

**POLICY/PROTOCOL**

**CHANGING OR RESCHEDULING PATIENT APPOINTMENTS**

07/01/2014

Applies to: Front Office Receptionists, Schedulers, Phone Operators

If a patient’s appointment is changed just 10-15 minutes, this can cause the patient to be rescheduled due to the patient being too late to be seen relative to the new appointment time. We cannot presume the patient has received a message of the appointment change.

All patients must be spoken to directly before appointments are moved.

If we need to leave a message for the patient we must note that we did so in the appointment description as follows:

**LM for pt to change appt. time to 10:15 6/27 AS.**

It is imperative that we continue to follow up until the patient can be spoken to directly.

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Authorized Signature/Date