



## SCHEDULING, APPOINTMENT TIMELINESS, AND DISCHARGE POLICY

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**Scheduling Policy: Pacific Rim Orthopaedic Surgeons (PROS) will schedule patients in the order that their referral/authorization was received.**

- If the patient's insurer requires a referral or authorization in order to be seen by a specialist, an appointment will be scheduled once those are received and active. We will do all that we can to facilitate and assist in obtaining this information.
- Due to a high demand for appointments, PROS requires that all Medicaid and State insured patients obtain a PCP referral prior to being scheduled. We will do all that we can to facilitate and assist in obtaining this information.
- The same policies apply to scheduling surgeries: all surgeries will be scheduled once all authorizations are received; and will be scheduled in order of medical necessity/urgency.
  - Scheduling surgeries requires significant administrative time and coordination with many entities. We understand that life plans change, however, we limit elective surgery reschedules to 2 instances. After that, we reserve the right to charge a rescheduling fee.
- Due to the complicated medical nature of orthopaedic conditions, procedures, and recovery needs, all minors must be accompanied by a parent or guardian.
- Our Physician Assistants (PA-C's) are vital partners and extensions of our doctors. This may mean that you may be scheduled to see a Physician Assistant, if the doctor(s) determines it is appropriate to do so.
- Due to the urgency of some orthopaedic conditions, or if the providers are called to the hospital or emergency room for critically injured patients, we sometimes need to re-schedule patients. You will be notified if your appointment needs to be reschedule for these reasons.

**Appointment Timeliness Policy:**

- **PROS reserves the right to discharge a patient from the practice after 3 or more consecutive cancellations, or 2 or more late-cancellations or no-shows within a 12-month rolling period.**
- If a patient cancels three consecutive appointments; or late-cancels (cancellation received within 24 hours of his/her appointment), or no-shows two times within a 12-month rolling period; the patient will not be scheduled again, until s/he speaks with the Clinic Administrator. The Clinic Administrator will work with the patient's physician to decide if the patient may return to the practice. The Clinic Administrator will notify the patient of the final decision. If the patient is discharged from the practice a letter will be sent to the patient by certified mail.
- To reduce appointment no-shows, all patients who provide a mobile telephone number for their account are automatically opted-in to receive text appointment reminders.
- PROS reserves the right to charge the patient a cancellation/no-show fee.

**Late Patient Policy:** we require that New Patients arrive to their first appointment at least 15 minutes before the scheduled appointment time, to allow ample time to complete any paperwork and insurance information. For all other appointments, patients should arrive 10 minutes before the scheduled appointment time. So that all of our patients have enough time to meet with their provider, and in order to keep our providers running on time, PROS reserves the right to reschedule any patient who does not arrive within these timeframes.

**Patient Discharge due to Disruptive Behavior Policy:** PROS reserves the right to discharge a patient from the practice who displays disruptive or abusive behaviors towards staff or providers; or due to failure to comply with PROS policies.