



LINCOLN COMMUNITY HEALTH CENTER, INC.

1301 Fayetteville Street • P.O. Box 52119
Durham, North Carolina 27717 – 2119

SUBJECT: Did Not Keep Appointment (DNKA) Procedure, Early Intervention Clinic (EIC)

EFFECTIVE DATE: 9/29/08

REVISION DATES: 8/15/2011, 1/28/14, 1/15, 4/18, 8/18, 8/19, 4/22

PROCEDURE: Documentation and follow up of No-Show appointments

- A. If the patient has not rescheduled, the Care Bridge Counselor (CBC) will call patient three times in total. The purpose of these calls is to help reschedule the patient and assess for any barriers to care.
 1. The first (1st) call will be made on the same day of the missed appointment.
 2. The second (2nd) call will be made on the next business day after the first attempted call.
 3. The third (3rd) call will be made if the patient has not been rescheduled after reviewing the autogenerated No Show Report from Electronic Health Record (EHR). No Show report is generated every 2 weeks from the EHR.

- B. If the patient was not able to be rescheduled on the same day, the CBC will create a telephone encounter in the EHR with “DNKA” in the “Reason for Call” area. This telephone encounter will be kept open until CBC calls patient the second time.

If unable to reach the patient after the 2nd attempt, the CBC will send a letter using the .EICDNKA smart phrase. .EICDNKASPANISH will be used for all Spanish-only speaking patients. The CBC will close the encounter by documenting what action was taken.

- C. The CBC will use the auto generated No Show report that is provided to monitor if the patient has rescheduled. If the patient has not rescheduled within two (2) weeks of mailing the DNKA letter, the CBC will:
 1. Make a 3rd call to attempt to reach patient and reschedule. If unable to reach, proceed to the step below. Document all efforts to reach patient in Epic.
 2. Make home visit to the patient’s address in Epic, as applicable
 3. If unable to reach, place a referral to the State HIV Care Bridge Coordinator in CAREWare.

- D. If the CBC is not present on that clinic day, the assigned Medical Case Manager (MCM) will call patient to help reschedule and assess for any barriers to coming into care.

- E. If neither the CBC nor the MCMs are in clinic that day, the Clinic Nurse Manager will call the patient or designate others on EI team to call the patient to help reschedule and assess for any barriers to coming into care.

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DATE: 6-3-2022

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DATE: 4/8/2022

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DATE: 06/06/2022