

The following is provided in an effort to assist you in developing a procedure or policy for your office regarding the management of patients/clients who are non-compliant with health care advice.

Note: This does not represent legal advice. Federal regulations and laws of individual states should be evaluated to ensure compliance.

Procedure for Managing Patients who are Non-Compliant with Health Care Advice

The following steps should be taken when a patient is repeatedly non-compliant with health care advice:

1. Document any health care advice (activity limitations, home exercise programs, nutritional advice, lifestyle modifications, etc) given to the patient in the medical chart.
2. Assessment of compliance and outcomes are documented at subsequent visits.
3. If patient is determined to be non-compliant with health care advice after three documented reminders, the doctor/therapist/etc or support staff will contact the patient to discuss the non-compliance and the office policy.
4. Only the primary clinician treating the patient will determine the time to release the patient from care.
5. Upon release of care, the patient will be sent a written notice of release of care. A copy is maintained in the medical chart.

Missed Appointment Management for patients who routinely miss or reschedule appointments:

1. If a patient misses three appointments without calling the office to cancel, the patient is removed from the schedule for future appointments. Office staff will call the patient to inform him/her that future appointments have been cancelled and document this telephone conversation in the patient's medical chart.
2. If the patient calls to reschedule an appointment more than three times, the doctor/therapist/etc should talk directly to the patient to discuss reasons for rescheduling and status of condition to determine whether patient should continue to be scheduled. If pattern continues consistently, patient should be removed from the schedule and informed of this via a telephone call. This telephone conversation is documented in the patient's medical chart.
3. Patients should be advised of this policy prior to evaluation and treatment.