

No-show appointment process

At Children's Minnesota, we understand that life can be busy and sometimes patients are no longer able to come to their appointment. However, when a patient misses an appointment without letting us know, we cannot offer that time to another patient who might need care.

Starting Jan. 1, 2025, we have a new no-show appointment process for our primary, specialty, mental health therapy and rehabilitation clinics. If you miss more than three appointments within a year, it may affect your ability to schedule appointments at Children's Minnesota.

A no-show appointment means:

- Not showing up for a scheduled appointment;
- Failing to contact the clinic to cancel or reschedule prior to the appointment.

The no-show appointment process applies to:

1. Primary care, including Integrated Behavioral Health;
2. Specialty care, including psychiatry and developmental pediatrics;
3. Rehabilitation services;
4. Mental health therapy services.

No-show appointment process

If a patient no-shows/misses three or more appointments within a twelve-month period in one of the service line groups above (e.g. primary care, specialty care, rehabilitation or mental health therapy services) the patient may be provided with alternative means to access care for the next twelve months within the service line group.

Alternate access to care varies on the service line:

- **Primary care:** The patient may be offered same-day appointments instead of scheduled appointments.
- **Specialty care:** The patient may be offered appointments within the same week instead of further in advance. Alternate access to care may vary by specialty clinic. Please check with the patient's clinic(s).
- **Rehab and mental health therapy:** The patient may only be able to schedule one appointment at a time and may be limited to same-week scheduling.

The patient can return to standard appointment scheduling at the end of the twelve-month period if they do not miss any appointments within that timeframe.

Communication

- After each no-show/missed appointment, patient families will receive a notification from Children's Minnesota. This notification will reference our no-show appointment process.
 - **The notification will be sent via the family's preferred method of contact:** text message, email or phone call.
- **If a patient family accumulates three no-show appointments within twelve months, they will receive a final notice letter informing them of their alternative means of scheduling for the next year.** This letter may be sent through the MyChildren's online patient portal or mailed to their home address on file.