PCC Pediatric EHR Solutions

Missed Appointment Workflow

At the end of the morning and end of the afternoon, the front desk will:

1. Open the patient chart if the patient missed their appointment
2. Go to the **Appointment History** component
3. Click on the missed appointment
4. Click **Remove**
5. Click on **Missed Appointment** and type in a note as needed
6. Click **Remove**

Every morning whoever posts the Missed Appt Fees goes into the EHR Report Library will:

1. Click on **Billing**
2. Run the **Missed Appointments for Yesterday** report
3. Post a Missed Appointment Fee as appropriate
    a. In the EHR, navigate to the patient's chart and open the **History tab** , then the **Billing History** tab.
    b. Click on **Create Encounter** at the bottom of the screen
    c. Fill in the Provider name and search for **Missed Appointment Fee** in the procedure code field
    d. Update the price if the default is $0. *If the fee is always standard, update it in the procedure table, found in the Table Editor in practice management
    e. **Add payment** if money has already been collected
    f. Print a receipt if desired
    g. Click on **Save + Post** in the bottom right corner of the screen