

**Milford Regional Physician Group, Inc.**


**Effective Date:**

**Manual:** Medical Offices/Sites

**Distribution:** All Medical Offices

**Originating Dept. Committee:** Operations

**Senior Management:** Director of Operations

**Signature:**   
Nancy Jolicœur

President

**Signature:**   
Philip Ciaramicoli

Medical Director

**Signature:**   
Elizabeth Siraco, MD

**New**

**Supersedes:** Late Arrivals  
(Policy Name)

Effective  
Date:  
7/5/2018

(Origination  
Date)

**Subject:** Late patient arrivals.

**Purpose:** The purpose of this policy is to establish guidelines and procedures to ensure that Milford Regional Physician Group, Inc. (MRPG) staff follows the process for managing patients that arrive late for their appointment.

**Policy:** It is the policy of Milford Regional Physician Group, Inc. that a patient who is late for his or her appointment time is handled as a late arrival.

**Procedure:**

1. If the delay is the responsibility of the MRPG Office, the patient is received and registered as usual.

2. If the patient arrives up to 15 minutes after his or her scheduled appointment and is late for reasons not considered to be the responsibility of Milford Regional Physician Group, Inc., an employee follows these steps:
  - a) Front office staff informs the patient that he or she is late for the appointment and gathers the reason for the late arrival.
  - b) Views the scheduling system to see if there is a convenient same day slot to put the patient into.
  - c) Reviews the reason for the visit and alerts the clinical staff that the patient is late.
  - d) Informs the patient that due to their late arrival, there may be a delay in being seen and the office staff will work them into the schedule as soon as possible.
  - e) Front office staff registers the patient.
  
3. If the patient arrives more than 15 minutes late or after hours of operation, the front desk employee follows these steps:
  - a) Informs the patient that he or she is late for the appointment and gathers the reason for the late arrival.
  - b) Reviews the reason for the visit and gathers any additional information that is important to share with the clinical staff.
  - c) Informs the clinical staff and/or provider that the patient has arrived late and any additional applicable information.
  - d) The provider will determine if the patient should be seen or rescheduled.
  - e) The clinical staff will inform the patient of the decision to see the patient or reschedule the patient.
  - f) If the patient needs to be rescheduled, the clinical employee will check in with the patient to ensure that they are not symptomatic or in need of any urgent prescription refills.
  - g) The front office staff will reschedule the patient and/or register the patient based on the clinical decision.