

What type of tracking system does your practice have in place for documenting your chronic care patients' appointments, particularly their cancellations, reschedules or no-shows. In other words, how do you make sure you don't lose track of patients with chronic illnesses?

- 1) If it is a medical problem that requires a Rx, the patient can be tracked by refills. When the patient calls for Rx refills, the chart can be checked to make sure they have made their appointments. If they have not, they cannot get their Rx until they do schedule.

- 2) A form can be kept for all patients' no-show appointments. If they need a follow-up, a copy of their need for follow-up will be mailed to them requesting a reschedule.

- 3) Nurses on a diabetic grant for one clinic sees patients. If the patient has not been seen by a physician, the nurses schedule an appointment for the patient.