

SNAHC Procedure(s)

SUBJECT	Health Education Class Cancellations, No Shows, and Standbys		
PROCEDURE NUMBER	PR-110-003	RELATED POLICY NUMBER	P-011-010
AAAH ID	Enter ID or Select Not Applicable		
SCOPE	All Staff		

I. Procedure(s)

A. Cancellations

Class participants may call SNAHC or email the class's SNAHC point of contact to cancel their reservation in a health education class. To cancel their attendance, class participants can call or email the health center at least 24 hours (one business day) or more before their scheduled class. Failure to provide a 24-hour notice will result in a no-show. These appointments will be labeled "unkept" in the electronic health record.

When SNAHC is responsible for cancellations for short notice (for example, when the SNAHC instructor is ill), the class participants will be contacted and offered the opportunity to RSVP to the rescheduled class. If SNAHC cancels a health education class, it will not be counted as a no-show on the class participants' chart.

B. Class No-Shows

Class attendance must be cancelled at least 24 hours in advance. Failure to do so will result in a no-show. A class participant that misses their health education class without canceling is considered a no-show.

- If class participants show up within the scheduled class, class participants will be seen for an abbreviated visit at the department's discretion.
- If class participants calls or emails after the scheduled class time, it is considered a no-show.

Every effort will be made to inform class participants of SNAHC's health education class no-show policy, including within the class RSVP and confirmation emails. Class participants who no-show three times in a specific department will be required to commit to signing a re-engagement of classes acknowledgement.

Class participants who continue to No-Show from the practice are subject to be discharged from SNAHC health education classes. Special consideration may be given to class participants seeking SUD treatment services. It is acknowledged and understood that relapse may be part of the treatment process.

Participants who no-show four times in a row may be discharged from a department or all SNAHC classes.

C. Participant Communication

Every effort will be made to inform participants of the health center's health education class no-show policy. Such efforts include:

- The no-show policy will be included in health education class RSVP forms, emails from SNAHC that confirm an individual's registration in a specific class, or upon request.
- Class participants will be contacted in advance (either via telephone or other electronic media) to remind them of the date and time of their class.
- Participants who no-show to their class will be sent an email within 24 hours. The email will include our health education no-show policy. If the class participants only have a telephone, the class participants will be contacted via phone call by each department. Staff will document the non-show contact in the electronic health record.

1. At the 3rd departmental no-show, class participants will be required to sign a re-engagement in health education letter to inform the class participants that if they no-show a 4th time, they may be removed from the department or all SNAHC health education classes.
 - i. The class participants will be given a month to sign the no-show/re-engagement letter. If still unsigned within that timeframe, the class participants will not be able to attend classes within that department.
2. At the 4th departmental no-show, the class participants will be reviewed by department leadership.
3. If the decision results in discontinuation from removal from a department's health education classes or all SNAHC classes, the individual will be informed in writing and this will be documented in the electronic health record.
- d. No-show documentation will be completed in the health record.

Our efforts to provide clear and transparent guidance around no-shows does not preclude health center administration from individual responses when a participant is disruptive to operations or in general potentially limiting other class participants to access of care.

D. Standby Attendance List

The appointment standby list or "waitlist" is the required method for class participants without a formal RSVP to attend a class. The standby list will be maintained by the class scheduling staff. When a class session becomes available, for example, after someone cancels in accordance with this policy, the next person on the standby list will be notified of the class vacancy and presented with the opportunity to RSVP for the class.