



DEPARTMENT OF DEFENSE
Enhanced MULTI-SERVICE MARKET OFFICE - HAWAII
1 Jarrett White Road (MCHK-MM)
Tripler AMC, Hawaii 96859-5000

MHCK-MSMO

29 July 2014

MEMORANDUM FOR COMMANDERS, Hawaii Enhanced Multi-Service Market

SUBJECT: Market Show Time, No-Show, and Late Show Policy

1. **Purpose.** The purpose of this memorandum is to formalize the Show Time, No-Show and Late Show policies across Military Treatment Facilities (MTF) within the Hawaii Market. This policy will be administered and applied consistently across all Hawaii MTFs.

2. **Policies:**

a. **Show Time:** The show time for all medical appointments is the scheduled appointment time. The show time for dental appointments remains service specific.

b. **No-Show:** Patients will be considered no-shows if they fail to present for their appointment, leave without being seen, arrive ≥ 10 minutes after their scheduled appointment time, or fail to cancel their appointment at least 2 hours prior to the scheduled appointment time. If the appointment is between 2400-0900, patients must cancel the appointment prior to close of business the previous duty day.

c. **Late Show:** If patients check in for their appointments more than 10 minutes after the scheduled appointment time, they are considered a no-show. At this time, the clinic will determine if they can still see the patient based upon staff availability and patient workload. If the clinic is unable to see the patient, the patient can be rescheduled by the clinic or at the beneficiary's convenience.

3. **Cancellation Procedures.** Several options are available to beneficiaries to cancel an appointment. The preferred method for patients to cancel medical appointments is through TRICARE Online (TOL) at www.tricareonline.com. If utilizing TOL, patients are encouraged to sign-up for email and/or text message medical appointment reminders. Medical appointments can also be cancelled by calling the Central Appointment Office at the MTF where the appointment is scheduled to take place (Air Force: 448-6000, Army: 433-2778, Navy: 473-0247). For Behavioral Health, Mental Health or Substance Abuse appointments, patients will need to call the Appointment Center at the MTF where the appointment is scheduled since the option to cancel is unavailable via TOL. In addition, beneficiaries can cancel medical appointments via the automated appointment reminder call that occurs 1-2 days before the medical appointment.

MHCK-MSMO
SUBJECT: Market No-Show Policy

4. Business Processes.

a. TOL Cancellations. Cancelling appointments utilizing TOL is the preferred method. The TOL Appointing Center allows registered patients to schedule, view, set phone text and e-mail reminders, and cancel primary care appointments 24 hours a day. Appointments cancelled on TOL are immediately reopened in CHCS for booking by other beneficiaries, regardless of the time of day.

b. MTF Central Appointment Cancellations. Appointments may be cancelled during business hours at MTF Central Appointment Call Centers across the island. After close of business, only Navy and Army patients may leave a voice mail messages with central appointment staff. The cancellation will not take effect until the start of business the next morning when the request is processed. MTFs will develop morning processes to ensure that cancelled appointments are made available in CHCS in a timely manner.

Army: 433-2778 (Mon-Fri 0630-1625)

Navy: 473-0247 (Mon-Fri 0600-1700)

Air Force: 448-6000 (Mon-Fri 0715-1600) Closed 3rd Thursdays & Training Holidays

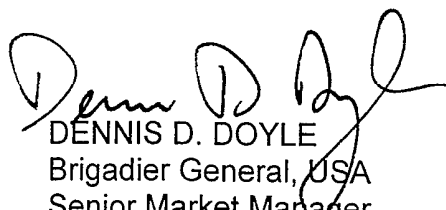
c. Telephone Reminder (AudioCare) Cancellations. Appointments cancelled using MTF telephone reminder systems sent during evening hours will be cancelled by central appointment staff the next morning. MTFs will develop morning processes to ensure that appointments are made available in CHCS in a timely manner to enable booking by other patients that day.

d. Best Practices. MTFs will educate their patients on cancellation appointment procedures and may incorporate measures such as:

- Briefing Line leadership on the cost of No-Shows by unit;
- Notifying Commanders of Active Duty members under their commands who missed appointments for appropriate administrative action;
- Publishing articles in base newspapers or electronic news-bulletins to explain the cost of No-Shows to beneficiaries;
- Sending letters or calling patients who were No-Shows for appointments (special attention to patients with high No-Show rates);
- Adopting TAMC's ePARS text reminder system;
- Administrative review of appointment types (to modify as necessary) that cause higher No-Show rates (e.g. Group appointments);
- Establish a limit on how many or how far out follow-up appointments will be scheduled (e.g. only book 2-3 Physical Therapy sessions at a time – weeks out vice months out)

MHCK-MSMO
SUBJECT: Market No-Show Policy

5. Enforcement. At a minimum, quarterly No-Show metrics will be provided to the Joint Executive Steering Committee and Joint Executive Council for assessing market progress toward the less than 5% No-Show goal by FY16. TOL enrollment and web-enabling of appointments will be monitored no less than quarterly.



DENNIS D. DOYLE
Brigadier General, USA
Senior Market Manager
Hawaii Multi-Service Market