Appointmet Slot Backfill Policy
Effective Date: 08/01/2012

I. Purpose
To reduce the time patients spend on wait lists and to ensure that provider time and clinic space are used efficiently.

II. Definitions
Appointment type – Category that an appointment slot falls into (e.g. new visit, follow-up visit, etc.)
DOS – Date of Service
Recall list – A list of patients for whom a reminder card will be mailed when it is time to schedule a follow-up appointment.
Urgent scheduling need – A patient identified as urgent by a provider, triage nurse, or other approved staff.
Wait list – A list of patients hoping to be seen sooner than their scheduled appointment. This option is also used if the provider template is not yet available.
Peds Scheduling – Central scheduling pool in the Department of Pediatrics.
Schedulers – Members of the Pediatrics central scheduling pool.

III. Policy
1) When appointment slots are unfilled four business days prior to the DOS, schedulers will fill the empty slot.
   a. Schedulers will backfill the empty slots with patients on the waitlist according to the division’s scheduling guidelines (located on the University Pediatrics WIKI).
   b. If the provider does not have enough slots in his or her template to accommodate the visit type required for the patient(s) on the wait list, the templater will manually change the appointment type as the template allows.
      i. Clinics that are not adequately filled with sub-specialty patients will be filled with other patient types within that provider’s scope of practice if they meet the template criteria. Periodic evaluation will be done to ensure the number of subspecialty slots is in line with demand.
   c. If there are no patients on the wait list, patients on recall lists will be called according to scheduling guidelines for the open visit type and provider.
   d. If an appointment slot cannot be filled by a patient from the wait list or recall list two business days prior to the date of service, the slot may be filled by any patient calling for an appointment according to the standard scheduling guidelines.

2) Subspecialty (e.g. stroke, adult congenital heart disease, etc.) clinic slots that are unfilled four days prior to the DOS will be filled with other patients that the provider is qualified to see.
3) If a patient is added to a provider’s schedule within 24 hours of the DOS, the scheduler will give a courtesy page to the provider to inform him or her of the addition. The courtesy page will contain the patient’s name, date of appointment, and a reminder to check message log for further details. Peds Scheduling will also notify the front desk staff at the location of the appointment.

4) **Urgent Visit Backfill**: Individual divisions may decide upon a number of urgent visit slots. These slots will remain open until 48 hours prior to the DOS, at which time they can be filled with any appropriate patient.

IV. **Exceptions**

Exceptions must be approved by the Medical Director of Outpatient Services.