

Cancelled Clinic Guidelines

Last minute clinic cancellations create extra work and inconvenience patients. Below is the revised protocol for canceling clinics and requesting precepting/attending trades.

It is the responsibility of the physician's office assistant to communicate with his/her physician regarding their schedule. Regularly check their calendars and promptly discuss any upcoming conflicts or concerns.

Whenever a physician notifies you of time away from the office for vacations, meetings, attending duties, or any other schedule conflicts, the following must occur. These guidelines are also posted on our website:

<http://www.med.unc.edu/medicine/generalm/documents/staffcancelledclinicsandtradesprotocol.pdf>

The following steps are required immediately for all scheduling conflicts.

1. Check the clinic schedule for conflicts.
2. Check the preceptor schedule for conflicts.
3. Cancel any clinics that are affected by vacations and meetings.
 - a. Send all block/unblock online forms to Phillis Perkins.
 - b. For clinics cancelled within 2 weeks, the clinic will call each patient and reschedule their appointment. The physician's secretary will no longer be responsible for calling these patients. This change is due to the new policy that no appointment can be scheduled without patient participation
 - c. For clinics cancelled more than 2 weeks in advance, each patient will be mailed a notice that the clinic in question has been cancelled, and that they need to call 966-1459 to reschedule.
4. Obtain phone coverage for patient calls. Refer to the affinity group listing below and ask physicians within your group before seeking coverage elsewhere.
5. Arrange precepting or attending trades. Request trades by using the IMC Preceptors distribution list in the Outlook global list or refer to the 'Subs and Trades' portion of Precepting Schedules on our website <http://www.med.unc.edu/medicine/generalm/schedules>. Notify [Jo Williams](#) of all trades so that the online schedule can be updated.