



REPLY TO  
ATTENTION OF:

**DEPARTMENT OF THE ARMY  
WOMACK ARMY MEDICAL CENTER  
FORT BRAGG, NORTH CAROLINA 28310**

MCXC-PC

01 OCTOBER 2019

MEMORANDUM FOR Primary Care Services

SUBJECT: Missed, Late or Wrong Day Appointments.

The direct care system defines a missed appointment as an appointment for which the patient is not present or when the patient is more than 10 minutes late for the scheduled appointment time.

1. If the patient arrives more than 10 minutes late for an AM appointment, the MTF will offer to work the patient in with the same or a different provider before the end of morning clinic. If the patient arrives more than 10 minutes late for a PM appointment, the MTF will offer to work the patient in with the same or a different provider before the end of day. If the patient chooses to reschedule, the patient status will be marked No-Show. If the patient chooses to wait, the visit will be documented in the current encounter.
2. If the patient prefers, the MTF will offer to reschedule the patient at a day and time of the patient's preference.
3. If the patient presents to the MTF for an appointment on the wrong day or wrong clinic, the MTF will offer to work the patient in with the same or a different provider before the end of the day, or will offer to reschedule the patient at a day and time of the patient's preference.

//Original Signed//

COL, MC  
DEPUTY COMMANDER  
Primary Care Services