

Checklist to Identify Patients at High Risk for No Shows

Instructions: Cancer programs should use this checklist as a starting point for developing a list of criteria to identify patients at high risk for missing appointments. The column on the left lists common reasons for missed appointments. The column on the right lists potential strategies to address these barriers, and cancer programs can use the check boxes next to each strategy to indicate which ones they would like to implement or add their own in the blank spaces. Note that implementing strategies may require additional staff or reallocation of staff responsibilities.

Barriers to Appointment Attendance	Potential Strategies to Address Barriers
Lack of access to transportation	<input type="checkbox"/> Provide gas cards to patient <input type="checkbox"/> Expand hospital or cancer center shuttle service <input type="checkbox"/> <input type="checkbox"/>
Lack of access to child care	<input type="checkbox"/> Connect patient to child care services in their community <input type="checkbox"/> Offer child care services at the cancer center or hospital <input type="checkbox"/> <input type="checkbox"/>
Inflexible work schedule	<input type="checkbox"/> Offer extended hours for appointments <input type="checkbox"/> <input type="checkbox"/>
Lack of health insurance	<input type="checkbox"/> Help patient sign up for health exchange plan <input type="checkbox"/> Help patient sign up for public health insurance (e.g., Medicare, Medicaid) <input type="checkbox"/> <input type="checkbox"/>
Financial concerns (e.g., high copay or out-of-pocket expenses associated with insurance plan)	<input type="checkbox"/> Help patient locate available nonprofit assistance <input type="checkbox"/> Help patient sign up for drug replacement programs <input type="checkbox"/> Help patient sign up for disability benefits <input type="checkbox"/> <input type="checkbox"/>
Presence of comorbidities (e.g., diabetes)	<input type="checkbox"/> Coordinate care with appropriate specialists <input type="checkbox"/> <input type="checkbox"/>
Mobility impairment	<input type="checkbox"/> Help patient sign up for disability benefits <input type="checkbox"/> Arrange for mobility assistance for patient while they are at the cancer center <input type="checkbox"/> <input type="checkbox"/>
Mental health issues (e.g., depression)	<input type="checkbox"/> Assess needs and connect to appropriate specialist <input type="checkbox"/> <input type="checkbox"/>
Language barriers	<input type="checkbox"/> Deliver information in the appropriate language <input type="checkbox"/> Offer interpretation services for patient <input type="checkbox"/> <input type="checkbox"/>
	<input type="checkbox"/> <input type="checkbox"/>
	<input type="checkbox"/> <input type="checkbox"/>

Source: Oncology Roundtable interviews and analysis.