

## Follow Up Call Script

Use: Follow up call for a no show patient on the next business day

This is \_\_\_\_\_ from Madison County Health Department. I see that you missed your appointment on \_\_\_\_\_, let's reschedule that now. We understand that it is sometimes difficult to get to an appointment. Was there a specific reason that caused you to miss your appointment?

Document Reason for no show in Cure MD comments section using minimal wording (ex. transportation, sick, forgot)

If applicable, share available resource that may help with patient appointment barrier (Refer to Resource Manual).