

# EVMS Medical Group

**POLICY:** Appointment Reminders

**DATE:** 3/2003

**CATEGORY:** PRIVACY

**REVIEWED/  
REVISED:  
04/2013**

**Page 1 of 1**

**PURPOSE:** Appointment reminders must be made in a manner that reduces the risk of an unintentional disclosure of protected health information. Each clinical department has a responsibility to let the patient know how appointment reminders are made for his or her clinical provider.

**1. Telephone reminders** - Reminder calls are made to patients typically the day before a scheduled appointment. These calls can be accomplished by printing out a patient list or via an on-screen review of the next day's appointments.

a. It is recommended to talk directly to the patient concerning his or her appointment time to ensure the patient's privacy.

b. A reminder message may also be left on the patient's messaging system or with another adult if the patient is not home. It is considered to be a breach of confidentiality to provide any details about the patient's appointment without proper written patient authorization.

A reminder message should be limited to some or all of the following:

- name of the patient
- appointment time and date
- department name (or physician name) and telephone number

**2. Appointment cards.**

a. Appointment cards may be mailed to patients as a reminder about an upcoming visit. These cards should be either sealed or folded in a manner that inhibits unintentional disclosure of the reminder information.

b. Each department should verify the address of the patient before appointment cards are mailed.