**Q&A Questions from ASOA EyeMail**

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**Q:** I would like to know how many no-shows are allowed in a given span of time, who manages them, and if you have different protocol for adults vs. peds.

**A:** If a patient has more than four no-shows in a row (the time period doesn’t matter), we will dismiss for noncompliance. We call twice and send a letter for each no-show. When I worked in peds, we had to have three tries documented for a no-show, two phone attempts, and then a letter. This was a pediatrician’s office; if the patient chronically canceled and didn’t show, then we would contact Children & Youth [Services].

**Q:** Who is obtaining email addresses from patients? How successful are you?

**Answers from your peers**

- At our practice we have our new patients register online and we collect the email addresses that way. We also give patients the opportunity to order contact lenses and pay their bills online through a portal so we get email addresses that way, too.

- Our schedulers ask all patients who call if they have an email address they would like to share, as we send our patient newsletter electronically. We have it on our forms at check-in and we ask again when the patient checks in. However, there are still thousands of people who don’t want to give their emails. I understand; I don’t give mine out either.

- We added a line to our registration form a couple years ago for email addresses. Some of them provide it and no one asks why. The bigger problem is getting the staff at registration to enter it into the system. The other problem is that so many folks change email addresses that six months to a year out, they may be of no value.
How do you typically earn vacation in your practice if you use an accrual system?

**Answers from your peers**
- Our policy is based upon paid hours. Time is accrued for each paid hour during a pay period. If you are out of the office on "unpaid time off" you will not be accruing benefit hours.
- In this practice, part-time staff accrue paid time off if they work more than 20 hours per week, based on longevity of employment (two weeks off per year until three years of employment, then three weeks per year until six years of employment, etc.). Someone who works 24 hours/week or 60% of a full-time schedule gets 60% of the paid time off that a full-time person would earn who had been working with the practice for the equivalent number of years. Part-time staff who work fewer than 20 hours receive paid holidays if the holiday falls on a day they are normally scheduled to work.
- Part-time employees are not eligible for benefits here. It wouldn’t be fair to give a part-time person the same or similar benefits we give our full-time employees.
- We give part-timers some vacation but that is the only benefit. For example, if they work two days/week, then they get two days of paid vacation after their first year of employment. They also get holiday pay if the holiday falls on a day that they would normally be scheduled to work.

We are trying to eliminate some of the paperwork our technicians deal with. We currently have patients sign consents for non-invasive tests, for example, an OCT, HRT, or ultrasound. Do you use consent forms for these tests? If you do, do patients sign a form for each test?

**Answers from your peers**
- We do not have patients sign a consent for those tests unless we think their insurance will not cover the test and then they sign a waiver explaining their responsibility.
- We only have patients sign consents for surgical procedures. We do have the technicians get ABNs if applicable.

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