



April 4, 2008

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Is It Acceptable to Leave Appointment Reminders on a Patient's Voicemail If No One Answers the Phone?

Yes. Leaving a message to remind patients of their appointment is acceptable. But you should not include any information about a patient's condition or treatment. The Cooperative of American Physicians, Inc. (CAP), recommends that you list your telephone notification process in your Notice of Privacy Practices.



Here is an example of an appropriate message: "This message is for John Smith. This is XYZ Surgical Center calling to remind you of your appointment at 10 a.m. tomorrow. Please call us at 555-555-5555 if you have any questions. Thank you."

You should also be aware that a patient has the right to ask you not to call their home and the office should honor this request. It is also recommended that if you utilize a postcard for notification, it should be one with a cover flap -- not single-sided.

*- Ann Whitehead, RN, Esq.
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If you have any further questions about this subject, please use the "Contact Us" button to the left.

This information is not intended to be inclusive, nor is it intended as legal advice.