

# CAROLINA FAMILY HEALTH CENTERS, INC. PROCEDURE

---

**TITLE:** HIT-101 Scheduling

---

**EFFECTIVE DATE:** October 24, 2023

---

**SECTION:** Health Information Technology

**REFERENCE POLICY:**

HIT-101.01 Scheduling Templates

HIT-101.02 Scheduling Principles for Medical Services

---

**RESPONSIBLE CHIEF OF STAFF:** Chief Financial Officer

**RESPONSIBLE COMMITTEE:** Finance CIT

---

**REVIEWED:** 02/24/2026

---

**I. PURPOSE**

The purpose of this policy is to document Carolina Family Health Centers, Inc.'s scheduling methodology.

**II. POLICY**

Patient scheduling is critical to Carolina Family Health Centers, Inc.'s success. Scheduling improves the patients' overall experience by helping alleviate delays in care. Appropriate scheduling can improve the providers' utilization through the reduction of cancellations and no-shows, increase staff productivity and efficiency, and maximize revenue. The Health Information Technology team and/or the Administrative Assistant-Medical are responsible for establishing and applying scheduling templates within the electronic health record system based on approved scheduling principles. *HIT-101.01 Scheduling Templates* provides direction on the application of scheduling templates and outlines the standard template structure for the medical providers and the appointment types available within the system. Scheduling templates are created to maximize productivity while taking into consideration the provider's specialty and patient panel. The number and type of appointment slots per provider are based on several factors, which can include no-show rate, patient volumes, and tenure.

Staff trained and authorized to schedule appointments follow the scheduling principles as a guide on how to schedule and utilize the scheduling templates most efficiently. *HIT-101.02 Scheduling Principles for Medical Services* provides direction to staff on how to efficiently and effectively use the scheduling templates and the rules that apply when scheduling patients. Staff members are authorized to schedule and cancel appointments through the completion of training provided by the Health Information Management staff and through the determination of the employee's electronic health record rights as outlined in the staff member's position description.

Staff not authorized to make or cancel appointments are prohibited from tampering with the schedules. This includes canceling or marking appointments as no-shows. Staff found to have manipulated the provider's schedules without justification is held accountable and can face disciplinary action up to and including termination.