

# City and County of San Francisco TB Control Section

## Protocol for Missed Appointments

<b>Missed Refill Appointment Follow-up for Patients with Latent TB Infection on Self-Administered Therapy</b>	
Number of weeks late	Action Required
<b>1</b>	<b>First Notification:</b> Send letter and make phone call
<b>2</b>	<b>Second Notification:</b> Send letter and make phone call
<b>4</b>	<b>Third Notification:</b> Send letter and make phone call
<b>6</b>	<b>Final Notification:</b> Supervisor send letter and make phone call
<b>10</b>	<b>Close chart</b>

<b>Missed Appointment Follow-up for High Risk Referrals</b>	
Number of weeks late	Action Required
<b>0</b>	<b>Make initial phone call</b>
<b>1</b>	<b>First Notification:</b> send letter
<b>3</b>	<b>Second Notification:</b> make phone call and do a home visit
<b>5</b>	<b>Close chart</b>

<b>Missed Appointment Follow-up for B-notification Referrals</b>	
Number of weeks late	Action Required
<b>0</b>	<b>Make initial phone call</b>
<b>1</b>	<b>First Notification:</b> send letter
<b>3</b>	<b>Second Notification:</b> make phone call and do a home visit
<b>5</b>	<b>Close chart</b>

<b>Missed Appointment Follow-up for Patients with Latent TB Infection</b>	
Number of weeks late	Action Required
<b>1</b>	• <b>First Notification:</b> Send letter and make phone call
<b>2</b>	• <b>Second Notification:</b> Send letter and make phone call
<b>4</b>	• <b>Third Notification:</b> Send letter and make phone call
<b>6</b>	• <b>Final Notification:</b> Supervisor send letter and make phone call
<b>10</b>	• <b>Close chart</b>