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| **Supplementary Table C: Reported Reasons for Appointment Cancellation** |
| **Reason** | **Examples of representative-entered codes** | ***n*** | **(%)** |
| ***Total*** |  | 2770 |  |
| **Patient** | “Patient”, “Lack of transportation”  | 1153 | (42%) |
| **Clinic** | “MD/RN Cancelled”, “Provider” | 524 | (19%) |
| **Readmission** | “Admission here”, “Admission elsewhere” | 171 | (6%) |
| **Miscellaneous** | “Insurance denial”, “No referral”, “Weather” | 62 | (2%) |
| **Unknown** | “CANCELLATION”, “Other”, blank field | 860 | (31%) |
| *Optional codes were listed by outpatient clinic representatives at the time of appointment cancellation.* |