

SUBJECT: FOLLOW-UP ON MISSED APPOINTMENTS

EFFECTIVE
DATE: 04-04-11 (replaces 04-14-10)

APPROVED BY:

Reviewed (no changes): _____

Executive Director

POLICY

It is the policy of McIntosh Trail CSB to conduct follow-up activities on consumers who fail to keep scheduled appointments following discharge from an inpatient setting or adjunct services or who withdraw from McIntosh Trail's services before meeting service goals.

The following procedure represents the minimum requirements for follow-up; more aggressive follow-up activities are expected with consumers whose situations warrant them.

Such further activity should be carefully planned by the consumer's case coordinator, clinical coordinator, and/or the psychiatrist responsible for approving the individualized service plan.

PROCEDURE MH/AD/DD Clinician/Case Coordinators

- I. When a consumer misses an appointment without prior notification or for questionable reason:
 - A. The clinician or case coordinator initiates follow-up as soon as possible via phone call, contact with family members or other involved agencies (provided a signed release of information has been obtained), or letter.
 - B. Follow-up attempts occur as soon as possible.
 - C. The failed appointment and follow-up activity are documented in the consumer record.

For any consumer, who presents with high risk or who is discharged from a hospital or Crisis Stabilization Program, follow-up services are scheduled to occur as soon as possible and every attempt is to see them within three working days.

- II. When a consumer does not respond to follow-up attempts, or when a consumer directly or passively chooses not to return for service, the clinician or case coordinator must use sound clinical judgment to determine the intensity of follow-up.