

## **NO SHOW POLICY:**

We want to do our best to meet the mental health needs of as many people as possible, for this reason, we reserve a specific time for you, our client, to meet with a therapist to address your needs.

It is the policy of Evergreen Youth & Family Services to inform patients of the importance of keeping appointments and the expectation they must maintain scheduled visits or cancel as soon as they know they will be unable to keep the appointment, at least 48 hours where possible. To provide quality care, Evergreen may investigate the causes of no shows and under certain conditions, the patient may be prevented from scheduling future appointments. Every effort will be made to work with clients who demonstrate a commitment to continued care.

Each patient receives and signs the *Patient and Center Rights, and Responsibilities* form upon registering as a patient. Patients should specify their preferred method for contact and therapists will inform clients of the importance of having multiple methods of contact to ensuring scheduled appointments are kept and continued care can be provided.

### **Behavioral Health**

1. The limit for no-shows is up to three (3) times for current clients and two (2) for initial appointments (new clients), every 6 months.
2. A patient is considered late after 15 minutes. It is then at the provider's discretion whether they can see the client or whether they will need to re-schedule.

When scheduling an appointment, the patient or family member, is reminded to call in advance if they will be unable to make the appointment. Staff will verify contact method, email address and phone number before making the appointment.

Agency staff, or an automated system, will attempt to remind patient of their appointment at a pre-determined time prior to the appointment. Ideally, we would like to see each patient set up for more than one reminder to ensure and support appointment times are kept.

Patients scheduled after the reminder calls go out, will NOT receive a reminder call. Documentation will be made in the patient's medical record indicating their failure to keep a scheduled appointment. When agency staff identifies a patient has previously failed to keep an appointment; the patient will be reminded of the policy and potential consequences of no-shows when scheduling future appointments.

Evergreen Mental Health Team should review no-show data weekly. This data includes the percentage of patients who fail to keep appointments and the frequency of no-shows, cancellations, and reschedules and will make recommendations for program improvements

when necessary. No-show data should include the percentage of patients who fail to keep their appointments, documented reasons patient was unable to attend, and any improvement efforts made to reduce the no-show rate.

The program manager, in conjunction with the Executive Director and/or others designated by Evergreen, will work with staff, including support and clinical staff, to devise improvement strategies to reduce no show, cancellations, and reschedules.

**Procedure:**

A. Each patient shall receive and sign the *Patient and Center Rights and Responsibilities* form when registering as a patient of the agency.

B. Program staff will scan the signed *Patient and Center Rights and Responsibilities* into the patient documents section in Procentive. The Front desk staff will additionally retain the signed copy of the "Patient Rights and Responsibilities" in the client file electronically.

C. Cancellations and reschedules will be documented in the general notes of the appointment screen. It will be noted if 1<sup>st</sup> 2<sup>nd</sup> or 3<sup>rd</sup> no-show.

1. If the patient calls to cancel or reschedule the appointment, the visit status will be changed to cancelled or reschedule within 48 hours  
\*\*\*need screen shots of reminder times/cancelled\*\*

D. Patients arriving more than **15 minutes late** to an appointment will be considered a "no show" for their scheduled appointment

Patients have three options when they arrive late:

- They can reschedule for another day. The visit status is changed to NS and a new appointment is made on another day.
- The patient can wait to see if the therapist is available to work them into the day's schedule. If patients chose to wait, priority is given to patients arriving on time. This may mean they have to wait until the therapist is available.
  - The visit status is changed to NS and a new appointment is made on the schedule.
- The patient can be referred to acute care (mobile crisis)
  - The visit status is changed to NS.

E. The program assistant will follow-up with patients regarding "no-show" appointments with a phone call within 1 business week after missed appointment. This is does not apply for school-based appointments.

1. If a call has already been placed or an appointment has already been made, no further action is required.
2. If the patient has not rescheduled and/or has not been contacted, an agency staff will call the patient and document the No-Show in the telephone encounter section of Procentive.

F. A telephone encounter will be generated in Procentive regarding the following:

- No-show on (insert date)
- Contacted patient on (insert date and time)
- Reason for no-show
- Actions taken

G. If no activity from clients for 30 days, clients will be inactivated. The Program Assistant will run a report on the first Tuesday of each month and bring to the weekly team meeting to discuss which clients to inactivate and notify by letter.