



Subject: *Treatment Attendance*

POLICY:

Generations will provide clear guidelines regarding arriving late to appointments and missed appointments to ensure that patients are informed of their rights and responsibilities. Guidelines will allow for the Health Care Professional's assessment of patient clinical needs, patient barriers to accessing care and will encourage partnering with patient to increase attendance and participation in their behavioral health care.

PROCEDURE:

Patients will have three options to complete a pre-registration for services via the Phreesia platform, mobile device, computer or iPad. Patients with scheduled appointments will receive a pre-check in link via email or text message depending on what patient selected as primary way of contact, up to two days prior to scheduled appointment. Patients are required to complete this online pre-registration packet prior to attending in person or telehealth appointment. If this requirement is met patients should arrive **10** minutes prior to appointment to assist in a prompt start.

If patient does not have access to a mobile device, iPad or computer, patient must arrive 20 minutes prior to visit in order to maintain compliance with the online check in option using the in-office iPad.

Late arrival for appointment: Patients arriving more than 15 minutes late for a BH Assessment, Medication Evaluation or appointment for therapy will run the risk of being rescheduled. Patients arriving more than 10 minutes late for a scheduled medication management appointment will be subject to possible rescheduling. The Health Care Professional may be asked if there is available time to work the appointment into the schedule if not the appointment will be rescheduled.

Medication Management:

- Patients must attend a Medication Evaluation to be admitted into medication management services.
- No Call. No Show: If a patient does not attend their first scheduled appointment and requests to schedule another they will be informed at the time of reschedule that if they do not attend the next appointment they will not be able to be scheduled again for 6 months from date of missed appointment. If patient attempts to engage in services and it has been over 6 months since missed Medication Evaluation the patient will be scheduled again.
- For patients who no show a medication management appointment, the patient access representative will make a call to the patient in order to inform them of missed appointment, reschedule if appropriate, and establish expectations outlined by medication management provider. Patients may risk being discharged if there are two consecutive no shows or three no shows in a three-month time frame.

Therapy:

- Patients must attend an Assessment in order to be admitted to therapy. If a patient does not attend their first scheduled appointment and requests to schedule another they will be informed at the time of reschedule that if they do not attend the next appointment they will not be able to be scheduled again for 6 months from date of missed appointment. If patient

attempts to engage in services and it has been over 6 months since missed Assessment the patient will be scheduled again.

- If a patient has a no call, no show for a therapy appointment, the clinician will attempt to contact patient via phone contact/letter to provide clear guidelines regarding missed appointment. This will ensure that patients are informed of their rights, responsibilities and expectations for treatment. A copy of the letter or documentation of phone call is kept in the patient's health record. If a patient has a second consecutive no show for an appointment or if a patient no shows for three appointments within three months a patient will risk discharge. The BH Clinician will follow Patient Discharge policy once discharge is determined as necessary.

Reschedule or Cancellation:

- Patients are encouraged to call the office to cancel an appointment 24 hours prior to appointment.

Medication Refill Requests:

- If a patient requests a medication refill and has not been seen in 90 days, it will be necessary for the patient to be evaluated in the office prior to medication being refilled. An appointment must be scheduled prior to any medication being refilled. If the requested medication is a controlled substance, the Health Care Professional may use discretion if the medication will be refilled prior to scheduled appointment.

Daily schedules will be provided to the BH Healthcare Professionals. BH Healthcare professionals will be informed of patient cancelation or reschedule via task and appointment will be rescheduled by PAR when patient contacts the office.

Of note clinical judgement and need of the patient as well as complexity of the appointment may supersede time frames laid out in this policy.

Generations Family Health Center, Inc.	
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Patient Signature and Date