

Psychiatry Patient Attendance Policy

COMPREHENSIVE MENTAL HEALTH SERVICES

NEW PATIENTS

No-Show is defined as any absence or cancellation by a patient within 24-hours of the original appointment, or a late arrival that is unable to be worked into the schedule.

If a patient arrives late to the appointment, every reasonable effort will be made for the patient to be seen same day. These efforts may include, but are not limited to, waiting for an opening seeing another provider with a 60-minute opening.

For patients or legal guardians (if applicable) that have missed their appointment, the following protocol should be followed:

First (1st) No-Show: Three (3) attempts to contact patient will be made and an engagement letter shall be issued to the patient or legal guardian (if applicable) providing the details of additional options for care, contact information, and our Patient Attendance Policy for Psychiatry. This letter shall be prepared by patient access staff and mailed to the patient. **A new appointment will be made no less than 60 days out from the initial appointment scheduled.**

Second (2nd) No-Show: Three (3) attempts to contact patient will be made and an engagement letter shall be issued to the patient or legal guardian (if applicable) providing the details of additional options for care, contact information, and our Patient Attendance Policy for Psychiatry. This letter shall be prepared by patient access staff and mailed to the patient. **A new appointment will be made no less than 90 days out from the initial appointment scheduled.**

Third (3rd or more) No-Show: Three (3) attempts to contact patient will be made and an engagement letter shall be issued to the patient or legal guardian (if applicable) providing the details of additional options for care, contact information, and our Patient Attendance Policy for Psychiatry. This letter shall be prepared by patient access staff and mailed to the patient. **A new appointment will be made no less than 120 days out from the initial appointment scheduled.**

ESTABLISHED PATIENTS

If a patient arrives late to the appointment, every reasonable effort will be made for the patient to be seen same day. These efforts may include, but are not limited to, waiting for an opening, seeing another provider with an opening or Same Day Virtual Clinic (SDVC).

For patients or legal guardians (if applicable) that have missed their appointment, the following protocol should be followed:

First (1st) No-Show (not initial appointment):

Three (3) attempts to contact patient will be made and an engagement letter shall be issued to the patient or legal guardian (if applicable) providing the details of additional options for care, contact information, and our Patient Attendance Policy for Psychiatry. This letter shall be prepared by patient access staff and mailed to the patient.

Second (2nd) Non-Consecutive No-Show:

Three (3) attempts to contact patient will be made and an engagement letter shall be issued to the patient or legal guardian (if applicable) providing the details of additional options for care, contact information, and our Patient Attendance Policy for Psychiatry. This letter shall be prepared by patient access staff and mailed to the patient.

Third (3rd) Consecutive or Non-Consecutive

No-Show in a 12-month period: The patient's case shall be reviewed by nursing leadership and the regional practice manager. Recommendations will be discussed with the provider. If the patient is receiving services within other departments, connecting with other providers to engage with the patient could be necessary. If discharge from Psychiatry Services is deemed necessary, an engagement letter shall be issued to the patient or legal guardian (if applicable) providing the details of discharge, additional options for care and resources in the community, and our Patient Attendance Policy for Psychiatry. This letter shall be prepared by patient access staff and mailed to the patient. A patient alert shall be placed in the patient's chart, informing Patient Access that the patient has been discharged from Psychiatry Services and that patient can access the Crisis Center.

No-Shows shall reset after 12-month period.

