### PURPOSE

To ensure that missed visits are documented and do not affect the quality of patient care.

### POLICY

Missed visits will be communicated to the clinical supervisor or designee and the patient’s provider. A missed visit will be rescheduled the same week if possible. Missed visits will be documented in the clinical record

### PROCEDURE

1. If a visit is missed for any reason, the clinician should attempt to reschedule it for the same week so that the physician ordered frequency is maintained and would not be considered a missed visit.
2. If a visit is missed and not rescheduled the clinician or designee will:
   1. Notify the provider and clinical supervisor per above of the missed visit and reason for missed visit
   2. Document in the patient’s clinical record the following information:
      1. Date and type of visit that was missed
      2. Reason for the missed visit
      3. Provider notification including date, time, provider name, and the staff reporting the information
      4. Any other follow-up needed
      5. Other person(s) who were notified of the missed visit
      6. Name of staff member reporting the information
3. If an aide visit is missed the aide will contact the case manager or clinical supervisor and the manager/supervisor will take the appropriate measures as stated above.
4. The clinical supervisor will track the number and reasons for missed visits to assess patterns and to assure that the plan of care reflect the number of visits to adequately meet the plan’s goals.
5. If a patient is routinely refusing visits, the clinician and clinical supervisor should evaluate the appropriateness of the plan of care and make adjustments to the plan of care with input from the patient and physician.