### PURPOSE

To define the organization requirements for patient notification of changes in care.

### POLICY

The patient will be notified prior to or at the time of the change of any significant changes in the agreed-upon schedule or plan of care.

### PROCEDURE

#### Visit Schedule

* + 1. Any significant changes will be communicated to the office.
    2. When a significant variation of tentative time for visit is anticipated, the clinical personnel will notify the patient of the change and verify acceptance.
    3. When a visit cannot be made because of unforeseen problems, personnel will immediately notify the office.

#### Plan of Care Changes

1. Whenever the plan of care is changed, including services, frequencies, treatments, etc., the patient will be notified prior to or at the time of the change.
2. Documentation of the notification will include:
   1. Date and time of notification
   2. Specific changes in the plan of care
   3. Patient response or acceptance

#### Changes in Liability for Payment

1. The patient will be advised verbally and in writing of any changes in the initial information regarding his/her liability for payment within 30 days from the date the organization becomes aware of the changes.
2. Documentation of the notification will be made in the clinical and billing record.