

Memo

To: All Staff

From: Executive Committee

When: Effective March 9, 2020

Re: Missed Appointment and Cancellation Procedures

In order to provide the most timely and effective services to our consumers, the following policy has been instituted to establish guidelines regarding missed service appointments.

Central requests at least **24 hours advance notice** when you are unable to attend your scheduled appointment call (610) 277-4600.

An Appointment canceled less than 24 hours in advance will be counted as a “missed appointment”.

No further routine appointments are scheduled with an individual/family when:

- An individual/family’s rate of no show/late cancellation exceeds 2 appointments over a 90-day period
- An individual/family has 2 consecutive no show/late cancellations
- If you cancel 3 appointments over a 90-day period.

Central’s Re-Engagement Specialist will attempt to contact you to discuss reasons for missed appointments and develop an alternative scheduling plan. You will be given 14 days to respond to the Re-Engagement Specialist regarding continuing services. If the Re-Engagement Specialist is unable to reach you by telephone, a letter will be sent advising you have 30 days to contact the agency to discuss the missed appointments and develop an alternative scheduling plan. If we do not hear from you within 30 days, we will assume you are no longer interested in further service and will close your case.

Medication refills will be provided to individuals when they are seen by a psychiatrist. Medication refills will no longer be phoned into the pharmacy in between appointments. This includes lost and stolen medication. In the event of a crisis, a plan to provide medication will be developed through consultation with the psychiatrist and/ program director. If there is a refill needed, the following options will be available to obtain a medication refill:

- The individual will be scheduled for a medication management appointment with a doctor that has availability prior to them running out of medication. If the available appointment is with a different doctor than they normally see, this will be explained at the time of scheduling.
- The individual will be invited to come to open access to see a psychiatrist to obtain a medication refill.

If you are experiencing difficulty keeping your scheduled appointments our Engagement Specialist is available to discuss your future scheduling options and address barriers to attending scheduled appointments.