

Regulatory Citation(s):

L-Tag(s):

POLICY: Missed visits will be communicated to the Interdisciplinary Group at the IDG Meeting. A missed visit will be rescheduled the same week if possible. Missed visits will be documented in the patient's 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 will:
 - A. Notify the IDG and clinical supervisor of the missed visit and reason for missed visit
 - B. Notify the hospice Medical Director and obtain modified orders as needed.
 - C. Document in the patient's clinical record the following information:
 1. Patient name
 2. Date and type of visit that was missed
 3. Reason for the missed visit
 4. Description of any unmet needs and how the patient's needs were met
 5. Any other follow-up needed
 6. Other person(s) that were notified of the missed visit
 7. Signature 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 stated above.
4. The clinical supervisor will track the number and reasons for missed visits to assess patterns and to assure that the plans of care contain the correct number of planned visits.
5. If a patient is routinely refusing visits, the clinician and the IDG should evaluate the appropriateness of the plan of care and make adjustments to the plan of care with input from the patient, attending physician and Medical Director.

Created:	Reviewed:	Revised:	Effective:
9/18	2/19		4/2019
Reviewed:	Reviewed:	Reviewed:	Reviewed: