

ARISA HEALTH, INC
POLICIES and PROCEDURES

Subject: Medical Services: No-Show / Client Dismissal Policy	Original Issue Date: Revision Date
Submitted by: Kyle Johnson, MD Page 1 of 2	Approved By: Excutive Team Date Reviewed by Executive Team: 1/9/24

I. Policy: Medical Services: No-Show / Client Dismissal Policy

II. Purpose: The purpose of this policy is to outline expectations for patients of Arisa regarding their role in attending appointments and to outline a procedure for providers if these expectations are not met.

III. Definitions: None

IV. Procedures:

A. For **new clients** to Arisa Medical Services

1. PDA No Shows

i. Clients who no show and/or cancel within 24 hours of a scheduled PDA may be rescheduled ONE TIME.

ii. If the client misses a second scheduled PDA, the client will need to wait 12 months before they will be eligible for admission to medical/prescriber services with Arisa. Individuals in this situation will be referred to outside providers for medical needs. Though, the client may continue in therapy services through Arisa at the discretion of and in communication with the referring Mental Health Professional. (See Referrals and Transitions of Care and Arisa discharge policies for additional details).

2. For **existing clients** of Arisa Medical Services

i. Upon a total of FOUR no show and/or cancellations within 24 hours of he scheduled appointment, the client can be dismissed from Medical Services at the discretion of the treating provider and/or Chief Medical Officer.

ii. It is also the prescriber/medical team's discretion to refer these individuals back to their PCP or other area resources if it is determined that a pattern of no-showed appointments exists i.e., more than 3 missed medical appointments in the past calendar year. If adopted as the course of action, the clinic and prescriber must enter documentation via nursing note into the client's chart to document this clinical decision.

iii. A letter/correspondence with the client should be documented in the Medical Record notifying the client of the Total number of no show/late cancellation appointments within the calendar year prior to the 4th occurrence.

iv. The note may be as simple as: client has missed medical appointments of the following dates in the past calendar year meeting or exceeding 3 missed appointments on the following dates: _____. Therefore, the client will be sent a Certified Letter notifying them their care through Arisa Medical Services was ended on ___(Date).

v. It is the provider's discretion to send in a 30-day supply of bridge medications.

vi. The discharge letter must include at least one to two area resources with which the client may choose to pursue for ongoing care.

V. Attachments: