

Flow Chart for “No Shows” for Service Visits

Provider Arrives for Scheduled Visit

Service Provider Responsibilities

Service Provider (SP) informs Service Coordinator (SC) of each missed appointment **within 2 business days** after the missed appointment (even if SP was able to speak with family within the 2 business days and reschedule appointment)

Then

Service Coordinator Responsibilities

SC makes initial attempt to contact family within **2 business days of notification by service provider** (if SP was unable to contact family).

Purpose of Contact

1. Find out reasons for missed appointments
2. Determine need for IFSP review, and
3. Coordinate scheduling next visit for other service providers

Then

SC has **3 additional business days** to make an **additional two attempts** to contact the family. If 2 attempts are by phone & no voice message is left, the third attempt **MUST** be either by regular US mail or home visit.

Then

If there has been no response from family within **7 calendar days of the third attempt** to contact, then on the next business day the SC sends **a letter and Parental Prior Notice** (certified letter recommended but not required). Include **Notice of Action** if child has Medicaid/FAMIS.

Content of letter

1. Information letting the family know about missed appointment(s)
2. Attempts to contact
3. Services are still available
4. Can do IFSP review
5. Child will be discharged if no contact

Parental Prior Notice is sent to family with a copy in child's record.

Top Section:

- Check “Other” (Your child will be discharged on {date} unless you contact us)

“Reason” Section:

- **MUST** summarize all attempts to contact family.

Then

If there has been no contact initiated by the family **within 10 calendar days of sending letter**, SC notifies SP, in writing, that status of the case is closed. If family re-establishes contact after child has been discharged, this is treated as new referral (see Chapter 3 of Practice Manual).

Meanwhile

1. SPs who do not have standing appointments do not go back out for visits until the SC or SP is able to contact family.
2. SPs who do have standing appointments must go out for visits as designated on the IFSP

Givens

Documentation of attempts to contact and schedule appointment is critical:

1. SP's notes reflect contact with SC
2. SC's notes reflect specific attempts to contact family & schedule appointment AND contact(s) with SP

AND

Any communication back from the family re-starts the timelines established within this document.

Definitions

Contact may include, but is not limited to any of the following:

- Telephone call, Home Visit, Fax, E-Mail, Text, Letter, Visit to Place of Employment, etc.

Complete the following steps if a child and family are lost to contact (without a no-show):

- a. Contact the referral source, physician or other contacts to request additional or updated contact information;
- b. If still unable to contact a family after requesting additional contact information or the family repeatedly fails to respond, document the dates of attempted contact in the child's record. Attempts to contact the family may be made by phone, mail, visiting the address provided, and/or other means based on the contact information available. It is recommended that no more than 15 – 20 calendar days pass during this process of attempting to contact the family;
- c. Send a letter to the family notifying them of the attempts to contact them, the services that are still available to them, the opportunity for an IFSP review if an IFSP has been developed, the need for them to contact their service coordinator if they wish to continue receiving services and that, otherwise, their child will be discharged from early intervention. Include with the letter a *Parental Prior Notice* form completed as follows:
 - In the top section, check "Other" and specify that "Your child will be discharged on {date – 10 calendar days from the date the letter and form are being sent} unless you contact us prior to that date." Allowing 10 calendar days before discharge takes into account the time it takes for mailing and the 5 days required for prior notice; and
 - In the "Reason" section, indicate that you have been unable to contact the family since {date} and summarize all attempts to contact the family. If the child is covered by Medicaid/FAMIS, the *Early Intervention Services – Notice of Action* letter also must be included.
- d. If no contact has been made by the family within 10 calendar days of sending the letter, then discharge the child. The child may only be discharged from the Infant & Toddler Connection system after all of the above steps have been taken and there has been no contact from the family. If the family re-establishes contact with the local early intervention system after their child has been discharged, this is treated as a new referral (see Chapter 3 of the Practice Manual for steps to take in handling the new referral).