



# Monarch

Policy and Procedure Manual

<b>PROGRAM:</b> All	<b>DATE ISSUED/UPDATED:</b> 1/15/2015, 03/20/2015, 5/18/2015, 4/16/2018
<b>SECTION:</b> Treatment and Habilitation	<b>REGULATORY REFERENCE:</b>
<b>TOPIC:</b> No Show/No Call Policy	<input checked="" type="checkbox"/> <b>OPERATIONAL POLICY</b> <input type="checkbox"/> <b>BOARD POLICY</b>
<b>POLICY OWNER:</b>	<b>BOARD APPROVED DATE:</b> 5/29/15 (If applicable)
<b>SOP:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>FORM:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

**POLICY:**

It is the policy of Monarch to hold individuals responsible for attending scheduled appointments.

**PURPOSE:**

To remain fiscally responsible and ensure clinically appropriate services are available for the people who need them, the agency must develop mechanisms which link motivated individuals to services, identify vulnerabilities in scheduling and minimize waste in clinical time and resources.

**PROCEDURE:**

1. Monarch requires at least 48 hours' notice to cancel an appointment to allow our staff to reschedule another person in need for that time slot.
2. Monarch asks individuals to arrive 15 minutes prior to their scheduled appointment. Monarch will not deny someone from being seen for their service if they arrive prior to their appointment.
3. If an individual does not arrive prior to their scheduled appointment that appointment may be filled by a walk-in.
4. If an individual is late for an appointment and a walk-in has already taken the appointment slot the late individual may wait for the next available slot the clinician, psychiatrist or mid-level provider has available that day. There is no guarantee that a spot may become available. If an individual is triaged as emergent he/she will be seen within 2 hours.
5. At times Monarch clinicians, psychiatrist or mid-level providers run behind due to emergent cases that need to be seen. If this occurs Monarch staff will make every effort to get all scheduled appointments seen that day.
6. Monarch's electronic call system will notify individuals of appointments 2 days in advance.

7. At the next scheduled appointment after every no show, the clinician, psychiatrist, or mid-level provider will discuss with individuals the reason for the no show, importance of keeping appointments, and review our no-show policy.
8. After two consecutive no shows, on different days, the individual will be reassessed for the proper level of care. The treating clinician will staff the case with his or her supervisor and determine the proper level of care. This may include termination of services but could also include an alternative level of care such as group therapy only, peer support, assertive engagement, etc.
9. After the second consecutive no show the staff will review the case with the supervisor. The staff will then contact the individual to discuss the recommended level of change in services. If the individual cannot be reached he/she will be sent a letter explaining their options of continuing services.