



Name of Policy	Notifications in Changes in Care Missed Visits	Number 5.5.2.6
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Policy Statement:	This policy defines the procedure to be followed in the event that Care at Home is not able to provide services scheduled for particular day and time.
Procedure:	<ol style="list-style-type: none"> 1. The patient will be notified as soon as possible of any changes in the scheduled services. 2. Changes will be called into the office. 3. Office or Clinical personnel will notify the patient prior to the missed visit. 4. Office personnel will attempt to arrange a substitute caregiver from staffing roster. 5. In the event that no substitute caregiver is available, office personnel will call the patient back and notify patient and verify acceptance. 6. The clinical personnel will notify the physician about the missed visit. 7. Documentation of the missed visit, patient notification, attempts to find a substitute caregiver and notification of the physician will be made in the patient record.
5.5.2.6.1	
5.5.2.6.2	
5.5.2.6.3	

Signature:	Name:	Date of Review:

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