NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES (NNAMHS)
POLICY AND PROCEDURE

SUBJECT: DISCHARGE FOR NO SHOW

NUMBER: NN-RI-19

ORIGINAL DATE: 06/07/07

REVIEW/REVISE DATE: 4/15/10, 3/21/13

APPROVAL: Cody L. Phinney ,Agency Director

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I. PURPOSE:

To minimize the negative impact of missed appointments on safety and treatment for consumers on the medication clinic waitlist, and to ensure continuity of care.

II. POLICY:

NNAMHS will send a letter contacting consumers who fail to appear without notice for initial outpatient medication clinic appointment.

II. REFERENCES:

1. Division of Mental Health and Developmental Services
   Policy 4.025 Failure to Appear “No Shows” (Mental Health Agencies)
2. NNAMHS Policy NN-PC-PL-17 Outpatient Discharge Process
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IV. PROCEDURES:

1. This procedure covers those consumers not yet established or opened to the medication clinic. Once a consumer is opened to services in the medication clinic, NNAMHS Policy NN- PC-PL-17 Outpatient Discharge Process will be followed.
2. New consumers are referred to the outpatient medication clinic from Psychiatric Assessment Services (PAS) and inpatient services. An appointment is made for a Psychiatric Evaluation, or Psychiatric Observation Unit (POU) follow-up appointment.
3. If the consumer fails to appear for that appointment to open them to services, or to reschedule the appointment for another time, a letter will be sent to consumer informing them of the need to contact the clinic within 10 days to schedule another appointment.
4. If the consumer fails to respond within 10 days and establish another appointment they will be closed to the clinic's waiting list. This may result in the need to go back through PAS to access services.
5. The consumer will be notified in the same letter that services are available to them and how to access those services through the PAS.
6. If a consumer contacts the clinic for another initial appointment within 30 days, the closure to the waiting list will be cancelled by contacting IT. The consumer will be given a new PAS Psych Eval/intake appointment.
7. If the consumer contacts the clinic more than 30 days after being closed to the medication clinic waiting list, they will be referred back to the PAS for assessment and referral.