

Outpatient Consumer Compliance and Engagement

Policy:

Dickinson Center, Inc. (DCI) is committed to offering our consumers a broad spectrum of quality services that are both accessible and cost-effective. In order for consumers to fully benefit from services, they must be engaged and attend scheduled services. As scheduling conflicts occur, a consumer is expected notify DCI as soon as possible to cancel and reschedule the appointment.

Purpose:

When the scheduled appointment is canceled with more than 24 hours' notice, a consumer has greater opportunity to have more timely rescheduled appointments and it may allow other consumers the opportunity to be seen in that time slot.

Procedure:

- Outpatient consumers who provide **more than 24-hour notice** are considered a “client cancel”. Notice includes leaving a voicemail message canceling when left more than 24 hours in advance (voicemail messages are date and time stamped).
- Outpatient consumers who provide **less than 24-hour notice** will be considered a “late cancel”.
- Outpatient consumers who **do not show up** for the scheduled appointment are considered a “no show”.
- Outpatient consumers who attain three (3) “late cancels” and/or “no shows”, and, after clinical review for any outpatient services within a 6-month time frame will have future scheduled appointments canceled and will be given the opportunity for the defined appropriate options or combination of options to re-engage scheduling services:
 - Call in the morning for a same day appointment for therapy service or attend walk-in times where offered.
 - Attend medication clinic with the nurse at least one week prior to running out of medications.
 - Consumers who have not been seen by a prescriber for 6 months or more will be given one opportunity to schedule the consumer with the prescriber as determined by nurse in medication clinic
 - Consumers who are a “late cancel” or a “no show” for the one time appointment with the prescriber will be given medication information as determined to be appropriate by the prescriber and discharged from medication services with referral options(minimum of three) for other medication management providers.
 - Referral for supportive services such as, but not limited to, Blended Case Management, Peer Support, and/or Psychiatric Rehabilitation may also be offered.
 - Discharge and referrals for other behavioral health providers according to the Outpatient Discharge Policy.