

New Policy
Dickinson Center, Inc.
10/31/16

Outpatient Consumer Compliance and Engagement

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 should notify DCI as soon as possible to cancel and reschedule the appointment. 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 reschedule”. 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 “client cancel”.
- Outpatient consumers who **do not show up** for the scheduled appointment are considered a “no show”.
- Outpatient consumers who attain three (3) “client cancels” or “no shows” for any outpatient services within a 6-month time frame will have future scheduled appointments canceled and will be given the opportunity for any appropriate combination of the following options to continue to engage in services:
 - Consult with primary service clinician regarding best option to maintain treatment needs based on obstacles or barriers contributing to attendance issues.
 - Call in the morning for a same day appointment for therapy service.
 - Attend medication clinic with the nurse at least one week prior to running out of medications.
 - Nurses will determine if a consumer needs to be seen by a prescriber and one opportunity will be given to schedule the consumer with the doctor if consumer has not been seen by a prescriber for 6 months or more or for other clinically appropriate circumstances.
 - Consumers who are a “client cancel” or a “no show” for the one time appointment with the prescriber will be given either a 30 day medication supply or appropriate taper to the existing medications and be provided referral options for other behavioral health providers.
 - Referral for supportive services such as, but not limited to, Blended Case Management, Peer Support, and/or Psychiatric Rehabilitation.
 - Discharge and referrals for other behavioral health providers if requested by consumer.
- Outpatient clinicians will determine when the consumer may resume having scheduled appointments based on engagement in services as noted above.
- A consumer without attendance to any outpatient service for 7 months will be presumed to no longer desire services and will be discharged (see Outpatient Discharge Policy).