

## **INDIVIDUAL AND GROUP NO SHOW PROTOCOL**

- A client who has an appointment for an evaluation shall be contacted via phone 2-3 days prior to evaluation appointment by the evaluating clinician in an effort to establish to begin engagement.
- Should a client not show for an appointment or a group session, the clinician is to make immediate phone contact within 24 hours. If the client could not be reached, then the clinician is to place a reminder call the day before the next group or as close as possible based on the clinician's schedule. (This takes into consideration the schedules of part time employees).
- If there has still not been contact with the client following the 2<sup>nd</sup> missed session, then the clinician is to again attempt to contact the client within 48 hours and then again 72 hours, schedule permitting.
- If no contact with client for 3 weeks, then corroboration with the referral source will take place. A meeting shall take place to discuss the client's treatment needs and referral mandates.
- Documentation (progress notes and all required referral source info.) of session or group needs to occur within 24 hours.
- Lytec schedule will be utilized as a tickler system to remind clinicians to follow-up with clients. Clinicians need to manage this reminder system.