

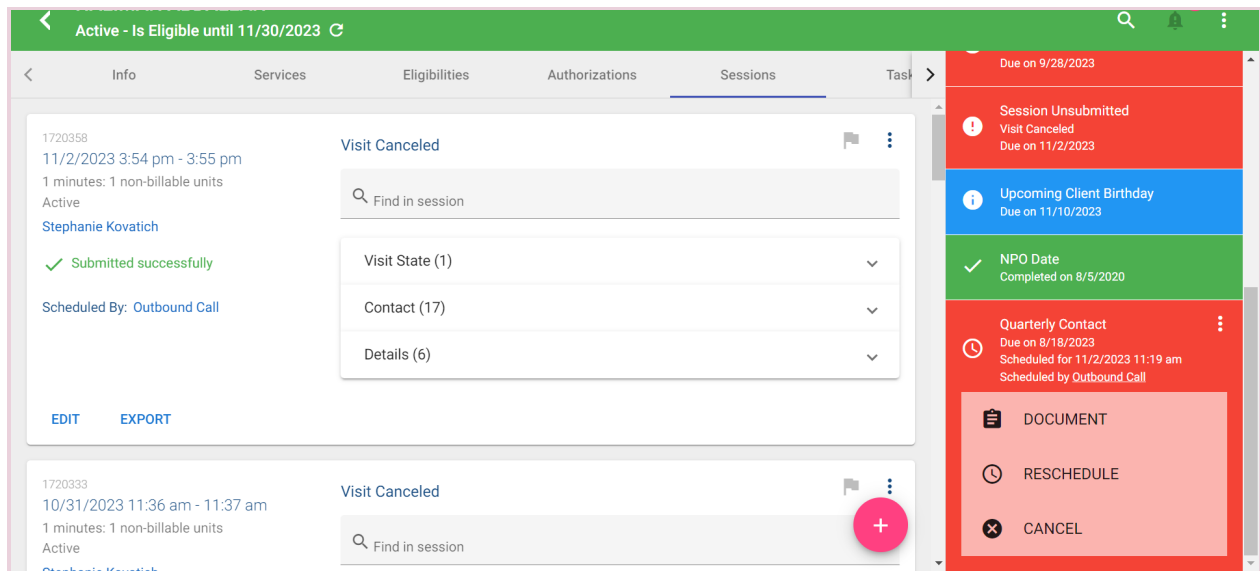
Visit Canceled

Used to document when a previously scheduled visit is unable to be completed **and** could not be rescheduled.

Note: If the visit was rescheduled, you will be documenting in Visit Rescheduled, **NOT** Visit Canceled

Session Requires:

- Click on “Cancel” in the alerts on the right hand side of screen in Function Portal
- Answer all questions in the session



Process:

- 1) When the participant/POA cancels a visit and cannot reschedule the visit at the time of the call (ie. participant is in the hospital currently and does not know when they will be discharged) **OR** the participant/POA is non responsive to SC's attempt to confirm the previously scheduled visit.
- 2) Service Coordinator must document the specifics of the contact or lack thereof in a Function Portal Session.

Documentation:

- 1) The alerts on the right hand side of the Function Portal screen will show an option to “Cancel” the visit.

- 2) Once you select the option to “Cancel” the visit, Function Portal will populate questions based on whether the visit is past due or has an upcoming due date.
- 3) SC must select the most appropriate reason for the visit cancellation
 - a) Hospitalized
 - b) Nursing Facility
 - c) Feeling ill
 - d) Scheduling conflict
 - i) Scheduling conflict should be used if the participant did not confirm the visit.
 - e) Inactive Eligibility
 - f) Not confirming the visit
 - g) Participant was not home at the time of the visit
 - h) Participant death
- 4) SC must then document the reason why the visit was not rescheduled, this should be short and to the point.
 - a) Examples:
 - i) Betty Smith did not answer the phone to confirm the previously scheduled visit. SC to continue to follow up to reschedule visit.
 - ii) Betty Smith did not answer the door, when SC arrived for the previously scheduled visit. SC to continue to follow up to reschedule visit.
 - iii) Betty Smith was admitted to St. Mary’s hospital and date of discharge is not yet known. SC to continue to follow up to reschedule visit.
- 5) SC should then select if there is follow up needed or not.
 - a) Yes
 - i) le. If the visit needs to be rescheduled
 - b) No
 - i) le. If the participant is deceased

Note: Visits should never be canceled due to an issue on the SC side (ie. SC double booked visits). All documentation should reflect the reason the PARTICIPANT needed to cancel.