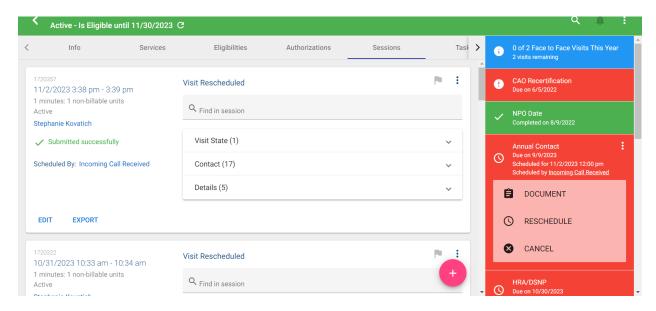
Visit Rescheduled

Used to document when a previously scheduled visit is unable to be completed **and** was rescheduled during the contact.

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

Session Requires:

- Click on "Reschedule" in the alerts on the right hand side of screen in Function Portal
- Answer all questions in the session



Process:

- 1) When an SC has contact with the participant/POA and they want to reschedule the visit at the time of the call (ie. The participant forgot they have a doctor's appointment at the same time they scheduled the visit and they reschedule the Annual visit for the next day).
- 2) Service Coordinator must document the specifics of the contact in a Function Portal Session.

Documentation:

- 1) The alerts on the right hand side of the Function Portal screen will show an option to "Reschedule" the visit.
- 2) Once you select the option to "Reschedule" the visit, Function Portal will populate questions based on whether the visit is past due or has an upcoming due date.

- 3) SC must specify how the contact took place
 - a) Telephonic
 - b) Face to Face
 - Example: If the SC went to the visit and the participant needed to reschedule due to feeling ill.
- 4) SC must specify who they spoke with to reschedule the visit, if it is not the participant, then the SC must also list their relationship to the participant (ie. POA, Guardian).
- 5) SC must select the most appropriate reason for the visit being rescheduled
 - a) Hospitalized
 - b) Nursing Facility
 - c) Feeling ill
 - d) Scheduling conflict
- 6) SC must then document the date and time the visit was rescheduled to take place.
- 7) If all of the participant/POA's issues were addressed during the contact, then the SC should select that no follow up is required. If the SC needs to do any follow up with the participant/POA, then the SC should select that follow up is required and enter the specifics of what follow up will be done, when, and by whom.

Note: Visits should never be rescheduled due to an issue on the SC side (ie. SC double booked visits)