

EXPERTCARE APPOINTMENT CANCELLATION POLICY

You MUST Notify ExpertCare if you need to change or cancel any service and/or treatment.

24-hour notice is required to cancel a scheduled visit.

- If you encounter unforeseen circumstances that do not allow you to keep your scheduled appointment, call ExpertCare immediately at **248-901-9388**.
- In the event of an Emergency, please call the ExpertCare office immediately. During regular business hours (M-F 8:00 a.m.-5:00 p.m.) call 248-643-8900 or 248-901-9388.

No-Call, No-Show Policy:

If our clinician arrives at your home for a scheduled appointment and there is no one at home, the following procedures will be followed:

- a) The clinician will return to their vehicle and call all consumer contact numbers ExpertCare has on file. If the consumer will be returning home within 10 minutes of the scheduled appointment, the clinician will wait for the consumer to arrive at home. The clinician will conduct the therapy services; however, the session may be shortened to allow the clinician to remain on schedule for other consumers. If the consumer will be unable to return to the home within 10 minutes of the scheduled appointment, or there is no answer from the telephone inquiries; the clinician will leave the home. This will be considered a **“NO CALL NO SHOW” appointment**.
 - i) After the first “NO CALL NO SHOW”, a phone call will be placed to the family and the Supports Coordinator.
- b) The second occurrence of a “NO CALL NO SHOW” appointment will result in a letter sent to the family and the Supports Coordinator. This letter will state the consumer MAY be at risk of discharge from ExpertCare due to two instances of “NO CALL NO SHOW” appointments and non-compliance of treatment plan. An alternate schedule may be discussed or the consumer may choose to seek alternate therapy providers. Expertcare will continue to provide in-home services with the agreement that the consumer/family will adhere to the ExpertCare cancellation policy.
- c) The third occurrence “NO CALL NO SHOW” appointment, will result in ExpertCare initiating 30-day notice of termination of services for therapy and/or any skilled services being provided. Expertcare will continue to provide in-home therapy services for 30-days following the date of notification. At the end of the 30-day period, ExpertCare will end therapy services to the consumer. If another therapy provider is selected by the consumer, ExpertCare will end services at that time if this occurs prior to the discharge date.