

## APPOINTMENT CANCELLATION POLICY

Recipient Name: \_\_\_\_\_

You must notify the ExpertCare office if you need to change or cancel an appointment.

**DO NOT** call the clinician that provides therapy services to your loved one.

### **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 **248-643-8900**.

#### **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 his/her vehicle and call the ExpertCare office. The office staff will call all recipient contact numbers on file. If the recipient will be returning home within 10 minutes of the scheduled appointment, the clinician will wait for the recipient to arrive. The clinician will conduct the therapy services; however, the session may be shortened to allow the clinician to remain on schedule for other recipients. If the recipient 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.
- 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 recipient MAY be at risk of discharge from ExpertCare due to two instances of “NO CALL NO SHOW” appointments within the last year and non-compliance of the Plan of Care. An alternate schedule may be discussed, or the recipient may choose to seek alternate therapy providers. ExpertCare will continue to provide in-home services with the agreement that the recipient/family will adhere to the ExpertCare cancellation procedure.
- c) The third occurrence of a “NO CALL NO SHOW” appointment, will result in ExpertCare initiating notice of termination of therapy and/or any skilled services being provided. ExpertCare will continue to provide therapy services for 7-days following the date of notification. At the end of the 7-day period, ExpertCare will discontinue therapy services to the recipient. If a new therapy provider is selected prior to the discharge date, ExpertCare will end services at that time. If the recipient has a NO CALL NO SHOW during the 7-day discharge period, that will signify the recipient wishes to terminate services immediately and forfeit the 7-day discharge period.

**ExpertCare understands circumstances do come up and each situation will be looked at individually. If you need to cancel you MUST NOTIFY ExpertCare to not receive a “NO CALL NO SHOW.” When there is a lack of communication regarding the cancellation, a “NO CALL NO SHOW” will be issued.**

Signature of Authorized Representative: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_