



Failure Of Client To Keep Appointment Procedure

Procedure Number
WCDHB-MHS-0072

Version Nos:
5

1. Purpose

This Procedure outlines the processes that need to be followed when a West Coast District Health Board (WCDHB) Mental Health Service (MHS) client fails to attend an appointment, without making alternative arrangements.

2. Application

This Procedure is to be followed by all WCDHB MHS staff.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

The **Case Manager** is responsible, in the first incidence, for the reporting and follow-up of any client who fails to attend a planned appointment; and for implementing the action plan developed within the Multi Disciplinary Team (MDT).

The **Multidisciplinary Team** (MDT) is responsible for the reviewing the situation on a case-by-case basis, and for development of the action plan that the Case Manager will implement.

5. Resources Required

This Procedure requires:

- WCDHB MHS appointment cards

6. Process

- 1.00 When a proposed client fails to attend the first appointment for a routine, non-urgent assessment.
- 1.01 The allocated Case Manager will contact the person and attempt to arrange a further appointment, negotiating a suitable time and place. If the client declines a further appointment, the Case Manager will contact the referrer and inform them that the client has refused MHS assistance, and that MHS will make no further attempt to undertake as assessment.
- 1.02 The Case Manager will phone, if possible, and remind the person a day or two prior to the second appointment.
- 1.03 If the client again fails to attend the appointment, a third appointment will be made. At this time the Case Manager will clearly indicate to the client that a further failure to attend will result in no further contact with the service.
- 1.04 If the client fails to attend the third (3rd) booked appointment, the Case Manager will contact the referrer and inform them that the client has declined MHS assistance, and that MHS will make no further attempt to undertake as assessment.



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- 1.05 If the client fails to attend the third (3rd) booked appointment, the Case Manager will contact the referrer and inform them that the client has declined MHS assistance, and that MHS will make no further attempt to undertake as assessment.
- 1.06 If the client declines a third appointment, the Case Manager will contact the referrer and inform them that the client has refused MHS assistance, and that MHS will make no further attempt to undertake as assessment.
- 1.07 When an existing client fails to attend a planned appointment with their Case Manager: The Case Manager will review the risk assessment and treatment plan to evaluate the significance of missed appointments for the client.
- 1.08 The Case Manager will contact the person and attempt to arrange a further appointment, negotiating a suitable time and place. Any concerns regarding relapse will be discussed at the MDT or directly with the allocated Psychiatrist.
- 1.09 If the client fails to attend the next arranged appointment (2nd) the Case Manager will report to the MDT and discuss options.
- 1.10 The MDT will develop an appropriate action plan, on a case by case basis, that may include
 - Use of Mental Health Act processes to ensure treatment – includes revocation of leave
 - Assertive attempts to find the client's current whereabouts to deliver treatment – including alerting family members
 - Setting a timeframe within which the client will reestablish contact with the service
 - Offering a 3rd and final appointment, with automatic discharge if the client fails to attend.
- 1.11 If the client is to be discharged, the Case Manager will send a formal letter to the client, their family/whanau (when appropriate) and their GP notifying them of this decision and outlining the processes for re-entry to the service.
- 1.12 Where the Case Manager is unable to locate the client, and where the MDT is satisfied that there are no ongoing risk concerns the client will be discharged 'lost to service'. The GP will be informed if this situation arises.

7. Precautions And Considerations

- ➔ When the client declines / fails to attend a first appointment for assessment, the referrer will be notified and advised regarding alternatives and options.
- ➔ Whenever a client fails to attend a booked appointment, the Case Manager will review their risk status and report any risk concerns.

8. References

Health & Disability Sector Standards NZS 8134:2008



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9. Related Documents

WCDHB MHS Risk Assessment and Risk Management Procedure

WCDHB MHS Service Provision Framework

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