

POLICY: A missed visit is an alteration in the plan of care; therefore, the physician must be notified.

PURPOSE: To have a uniform method of notifying the physician of missed visits.

PERSONNEL: Patient care personnel, Clinical Manager/Agency Director (Supervising Nurse)

PROCEDURE:

- I. Visits should only be missed for adequate reasons and not for staff convenience. A missed visit is an alteration to the plan of care. The agency must promptly alert the relevant physician(s) to any changes in the patient's condition or needs that suggest that outcomes are not being achieved and/or that the plan of care should be altered.
- II. A missed visit that is rescheduled within the week, with the ordered frequency being achieved, is not a "missed visit."
- III. A missed visit which cannot be rescheduled shall be documented and communicated to the physician.
- IV. The patient and/or patient representative must also be notified of this alteration in the plan of care. This is documented on the clinical note or communication note along with the rationale for missing the visit. (It is a violation of the patient's rights to alter the plan of care without notification.)
- V. The physician may be notified by:
 - A. Faxing documentation of the missed visit with explanation to the physician;
 - B. Calling the physician's office and documenting that notice has been given; or
 - C. Mailing a copy of the documentation.
- VI. Document the time faxed, the time and person communicated with, or the date notice was mailed.
- VII. If the orders need to be placed on hold because of admission to the hospital or the patient being transported to another area for a short time (e.g. the patient's daughter with whom she lives is leaving for two weeks and the patient is transported to her son's home for the two weeks), the physician needs to be notified and a verbal order may be written, e.g. "Place orders on hold. Patient taken out of agency's service area by daughter."