

SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER

POLICY AND PROCEDURE MANUAL

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Policy 101 – Notification of Inactive Status

I. POLICY

Southern Highlands considers the delivery of services to be a contract agreed upon by both the consumer and the clinician with both parties having responsibilities for its development and implementation. The agency also recognizes that the demand from the community for services often exceed their availability and consequently efforts must be exerted to increase accessibility.

II. DISCUSSION

In recognition of both these considerations, the agency shall institute procedures which have as their goals (1) to increase communication between the consumer and his/her case manager about the consumer's wishes to continue receiving services, and (2) to decrease the number of missed appointments so that time may be available to those consumers wishing to be seen.

III. PROCEDURE

- A. Consumers will be assigned a Case Manager when services are initiated who will be responsible for maintaining the medical record. If the Case Manager is aware of information that a consumer's case needs to be put on inactive status/discharged from services in the medical record, then the Case Manager may put the case on inactive/discharge status. For example, consumer has moved away from service area. If the Case Manager has attempted to contact the consumer to determine status via telephone and has been unsuccessful, then the Case Manager may send out an Inactive Status Letter. If the consumer does not respond within seven days, the Case Manager may then put the case on inactive status.
- B. If consumer has not been seen within 180 days of last appointment via Clients Not Seen report (including medication only consumers), an inactive status letter will not be sent and the case will be put on inactive status.
- C. If a consumer calls in to request an appointment and the Consumer Services Coordinator or appointment clerk becomes aware that the information in the record is outdated (no services within the past 180 days), the following will occur:

1. The Consumer Services Coordinator or appointment clerk will notify the case manager's supervisor.
2. The supervisor will place the record in Inactive Status.
3. The Consumer Services Coordination or appointment clerk will ensure the consumer is given an Intake appointment.

Southern Highlands Community Mental Health Center

SECRETARIAL INFORMATION FORM

PLEASE CHECK APPROPRIATE LETTER NEEDED AND GIVE TO SECRETARIES.

Appointment Letter

_____ An appointment has been scheduled on _____ at _____ to see
_____.

Inactive Status Letter

_____ We are concerned that you did not keep your appointment(s) on _____
_____. Please call your case manager within 7
days to reschedule or indicate whether you wish to continue services. If we
don't hear from you within this time period, your case will be placed on
inactive status until you need our services. Your case can be activated at any
time through our usual intake process. All future appointments, including
doctor appointment on _____, have been canceled.

Special instructions to Secretary:

Name and address of consumer:

Employee Name / Title

Date