#### **Provider Attempts to Contact Patient** Step 1 (Within 10 Minutes of Appointment Start Time) Pt does not answer Pt answers Do not have session Leave VM if able/text Have session if indicated. (If appt was RS/transfer to scheduled as in Provider shall RS/confirm next appt. person, notify determine if missed support staff via Notify support staff via visit is an emergency Teams that pt Teams. (consider recent risk, attended) clinical knowledge of Document in Missed patient) Visit note and route note to treatment team for signature. If emergency If NOT emergency Provider attempts to reach emergency 1. Provider may consider contacting contact. If based on outcome of call it support person (use clinical judgment & is still an emergency, provider initiates check ROIs), and if emergency, follow welfare check and immediately emergency procedure. notifies key treatment team members Notify support staff of missed visit via and your office support staff via Teams. Document in Missed Visit note and Based on outcome of welfare check, route note to key treatment team coordinate with key treatment team members for signature. members, support staff, and/or patient navigators via Teams regarding future outreach to patient. Document in Missed Visit note & Contact Note-Welfare Check. Route

## **Zero Suicide** No Show **Contact Procedures**

#### Notes

- The purpose of these contact procedures is to engage patients known to be at risk for suicide and to provide for further care coordination among Prairie View staff when no showed appointments occur.
- · Review attending practitioners and PV past appointments to determine key treatment team members to route documents to.
- If speaking with patient, always remind of crisis resources
- If a patient enrolled on the Zero Suicide pathway late cancels, please see the Missed **Outpatient Appointments and** Suicide Awareness, Screening and Assessment-Outpatient policies on PVNet for next steps.

# Step 2

### **Support Staff Attempt to Contact Patient**

(By End of Day)

Pt/support do not answer

- Leave VM if able/text if indicated.
- Document in Call Center Note.

Pt/support answer

- Confirm next visit/RS missed visit.
- Document in Call Center Note.

## Step 3

## **Patient Navigators Attempt to Contact Patient**

(Day After Missed Visit if Patient Has Not Yet Responded)

Has future appts scheduled

welfare check note to key treatment

team members for signature.

- Make outreach attempts weekly until next visit/patient responds.
- Document in Patient Navigator Note.

Does not have future appts scheduled

- 1. Leave VM/text if indicated.
- 2. Follow no future appts scheduled procedure starting at week 3.
- Document in Patient Navigator Note.

Confirm next visit/RS missed visit.

Pt answers

- Notify support staff, patient navigators, & key treatment team members via Teams.
- 3. Document in Patient Navigator Note.