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| Home Health Aide Missed Visit | Last Revision: | February 2020 |
| Last Reviewed | February 2020 |
| Applies to the following THA Group of companies: | * Island Health Care * Island Hospice |
| Included in the following THA Manuals: | Administrative Policies & Procedures Manual  Provision of Care, Treatment, & Service |

POLICY

Every measure will be taken to eliminate home health aide (HHA) missed visits, but when these do occur, the physician, the Scheduling Coordinator (S/OC) and the Director of Patient Centered Care (State Director)/Hospice Patient Care Coordinator (HPCC), will be notified in a timely manner.

PURPOSE

To ensure that care is provided according to the plan of care established by the clinician in conjunction with the patient, family, and physician.

PROCEDURE

1. The home health aide calls the patient/caregiver the day before the visit to confirm the visit and schedule the approximate visit time.
2. Whenever a patient/caregiver requests the visit be scheduled for a specific or different day, the staff member notifies the Scheduling Coordinator in order for the visit to be placed on the schedule per the request.
3. In the event the aide is unable to contact the patient/caregiver and efforts to reschedule a missed visit for the week in question are unsuccessful, the home health aide notifies the Scheduling Coordinator of the missed visit. The Scheduling Coordinator alerts the State Director/HPCC of the missed visit. The State Director/HPCC enters an HHA Missed Visit Note in the chart.