

**PROGRAM OPERATIONS
DIRECTIVE # 12.0**

SUBJECT: Scheduling Psychiatric Evaluations

ISSUED: 9-25-18 - Revised

PURPOSE:

To clarify scheduling process with prescribers for psychiatric evaluations

DEFINITION:

Individuals served will continue to schedule appointments with schedulers in person or via phone. If an individual no shows or cancels within 24 hours of their appointment (for psychiatric evaluations only), they will be scheduled 90 days out.

CMH staff (case holders, clinicians, peers, PSP's MHA, etc.): to emphasize the importance of keeping appointments and notifying people that they will wait up to 3 months if they cancel or no show.

Schedulers: will let individuals who call to cancel within 24 hours of their appointment the next available appointment for them is in 90 days.

There will be a very limited and scrutinized exception process. The case holders will need to obtain approval from Dr Saeed or Kathleen Gallagher in his absence, to have a person who cancels or no shows be made a priority in the prescriber schedule. Case holders are to discuss an exception, in person with Dr. Saeed. If that isn't possible, case holder needs to complete a case consultation, outlining reason for exception request and leave it in Dr. Saeed's mailbox. If he is off for more than 2 days, requests to go to Kathleen Gallagher.

Court Ordered Patients: It is the responsibility of court ordered individuals to attend their scheduled appointments. If the individual chooses to not attend their appointments, the court needs to be immediately notified via letter and email. The case holder should also discuss this with Dr. Saeed or Kathleen Gallagher in his absence.

Case Holders to notify schedulers if their individual is unable to attend scheduled appointments due to hospitalization, incarceration, etc....

Prescriber coverage at the agency is at a premium and this protocol will be followed.