

**Policy Title: Cancellation of Services by Client**

<b>Policy Owner:</b> COO	<b>Date Written:</b> 10/1/13
<b>Applicable Programs:</b> Center and Community Based Clinical Programs and Community Based Disability Program	<b>Date Reviewed and Approved:</b> 3/11/14, 04/21/15, 3/13/2019, 6/10/2020, 5/12/21, 6/8/22, 5/10/23, 5/15/24, 8/19/25
<b>Statutory or Regulatory Citation:</b> Minn. Stat. § 245D.10	<b>Signature if needed:</b>

**Policy**

It is the policy of St. David’s that clients and families served will use their best efforts in attending and participating meaningfully in all scheduled appointments.

**Definitions**

**“No Call, No Show”** - when neither the client nor a representative of the client calls St. David’s to provide notice that the client will not be in attendance at an upcoming scheduled appointment.

**“Excessive Absence”** -

- Three (3) or more “No-Call, No-Show” incidents within thirty (30) days.
- A pattern of cancelled appointments making it difficult to justify medical necessity or resulting in inappropriate extension of an episode of care (reference Demission and Discharge Policy).

**Procedure**

**I. General Procedures for Clients Scheduled in Clinical Services**

- A. St. David’s will clearly communicate its expectation that all clients and families served use their best efforts to attend and participate meaningfully in all scheduled appointments.
  - i. Therapists will:
    - a. Review the importance of consistent attendance at the initiation of services, and again as necessary throughout the course of treatment.

- b. Review attendance when completing each plan of treatment and name when lack of consistent attendance may be adversely affecting the client’s ability to meet their therapeutic goals.
    - c. Communicate with caregivers and other staff members, including supervisors, when attendance is impacting therapeutic gains and coordinated care.
  - ii. Supervisors will support therapists in identifying and problem solving for patterns of excessive absence including:
    - a. Fully understanding the contributing factors (e.g., scheduling or transportation issues, lack of support from other family members, lack of understanding or agreement with therapeutic goals).
    - b. Partnering with case managers and/or care coordinator to navigate supportive resources.
    - c. Clients can request to receive appointment reminders via email, text message, or both; reminders will go out twice: three days prior to an appointment, and one day prior to an appointment.
    - d. St. David’s staff will follow data privacy policy when communicating with caregivers.
- B. Each client, or a representative of the client, is expected to notify St. David’s in advance of missing an upcoming scheduled appointment, for any reason.
  - i. Notice can be provided by calling the:
    - a. St. David’s Central Intake and Scheduling Line;
    - b. St. David’s Main Line;
    - c. Client’s provider (including coordinator), if instructed by the staff
- C. The client may be discharged from services after a pattern of “Excessive Absences” has been established.
  - i. *Discretion.* St. David’s reserves the right to address, on a case-by-case basis, those instances when a client does not meet expectations regarding cancellation of services.

## II. Procedures for Community Based Disability Supports

- A. In-Home Services
  - i. Canceled Services
    - a. If services are canceled more than 24 hours in advance of a scheduled shift, staff will be expected to reschedule the shift.
    - b. If the family elects not to reschedule, staff will receive pay for either the number of hours staff was scheduled to work or four (4) hours, whichever is less.

- ii. Absent Client
  - a. If staff arrive for a scheduled shift but find the client to be absent, staff will remain available to commence services for one half-hour following the time services were scheduled to begin.
  - b. If the client does not return home by the half-hour point, staff will leave a written note, which includes the following information:
    - Staff name
    - Date and time at which note is written
    - Scheduled time of shift
- B. Additional Information for Benefit Eligible Direct Support Professional Staff
  - i. If staff are benefit-eligible, the staff can use paid time off (“PTO”) to supplement the hours lost. Staff are not required to use PTO and will not be penalized should the staff fall below the required thirty (30) hours per week.
  - ii. Staff may pick up other available shifts within the home to make up for lost hours.

### **Violation of this Policy or Procedure**

No or only partial adherence to this policy or procedure may result in noncompliance with current regulatory requirements and subsequent penalties to St. David’s Center. Remediation for violators will include, but not be limited to, disciplinary action up to and including termination depending on the circumstances of the situation at the time.