


## BHS Policies and Procedures



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Department of Public Health  
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BEHAVIORAL HEALTH SERVICES

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### POLICY/PROCEDURE REGARDING: ACCURATE RECORDING OF CLIENT NO-SHOWS

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Director of Community Behavioral Health Services

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References:

#### New Policy

**Purpose:** The purpose of this policy is to ensure a uniform definition and standard practice of tracking client no-shows. CBHS considers no-show rates a means of measuring client engagement and accessibility of services. As such, tracking no shows can be used in order to promote improved client engagement and enhance the quality of care.

**Scope:** Mental Health and Substance Use Disorder Outpatient Services

**Definition:** No-shows are defined as appointments for which a client does not show during the scheduled time of their appointment without calling or being otherwise notified that the client has to cancel or reschedule.

#### Out of Scope:

- This policy does not intend to penalize clients or programs for no-shows
- This policy does not intend to impose a standard clinic process for discharging a client with frequent no-shows
- Outreach services are not included because these services may not be scheduled in the same manner as traditional appointments

**Policy:** Client no-shows will be appropriately documented

#### Procedure:

1. Client does not show for their scheduled appointment.
2. Create a Progress Note (or service entry) using the service code ADM00 No Show, with zero (0) face to face minutes and complete the documentation/travel minutes as appropriate.
3. If clinical action was taken to support the client that should be documented in Avatar, staff will create a separate Progress Note using the appropriate billing code and accurately record the service time (FTF) and any documentation or travel time. If the service is not billable, use ADM99 ADMIN NOTE NOT BILLED and the actual time.

**Contact Person: BHS Deputy Director**

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