

CHARG Resource Center  
Heartland Clinic

**Participation Policy**

- Heartland Clinic serves clients with severe and persistent mental illness. In addition to psychiatrist appointments, clinic clients are expected to have an appointment with their clinician at least once a month. *In addition, they are expected to attend other groups and classes as agreed upon in their treatment plan.*

- *Clients who fail to meet the minimum participation requirements for one month will be put on probation. If they fail to meet them for three months during the same fiscal year (July-June), they will no longer be eligible for services. At that stage, a written appeal may be sent to a review board composed of the clinician, clinic director, and executive director.*

- *Extended absences must receive prior approval from clinical staff.*

- *Cancellations: When a client needs to cancel an individual appointment at the Heartland Clinic with a clinician, doctor, or payee representative, 24-hour notice is preferred. If the staff person cannot be reached, a message should be left on their voicemail. Messages for the doctor can be left with the clinic director. Clients who fail to cancel in advance will pay a \$10 fee. Those clients who give short notice (less than 24 hours) on a consistent basis (3 times in 3 months) will also pay a \$10 fee. Failure to pay will require an explanation to a review board composed of the clinician, clinic director, and executive director.*

- When psychotherapy is needed, clients are generally expected to receive this service from their Heartland clinician. On occasion, clients may wish to do psychotherapy with outside providers. In these cases, they should discuss their plans ahead of time with their Heartland clinician. Open communication between Heartland Clinic and outside psychotherapists is required and will include outside providers' written feedback on clients' progress every six months. Exceptions to this policy require prior approval from clinical staff.

Signed \_\_\_\_\_ Date \_\_\_\_\_  
(Consumer)

Signed \_\_\_\_\_ Date \_\_\_\_\_  
(Clinician)

### Procedures for *No Shows*

When a client does not show up for a scheduled individual appointment with you:

- Document the *failed appointment* in the client's chart.
- Enter the date & your initials in the corresponding column in the tracking spread (*CHARG files >client info>client lists>case loads*).
- Email the assigned therapist, if not you.
- The assigned therapist must decide if an immediate fine will be issued.
- If yes, the assigned therapist will email the Administrative/Development Coordinator to request that a notice be sent to the client. The ADC will document the date the notice was mailed.
- If no fine is to be issued, the primary clinician will erase the original entry in the tracking spread to give the client a clean slate.

### Procedures for **Short Notices**

When a client fails to give you 24-hour notice that an individual appointment with you is being cancelled:

- Document the *short cancellation notice* in the client's chart and notify the assigned therapist.
- Enter the date & your initials in the corresponding column in the tracking spread (*CHARG files >client info>client lists>case loads*).
- The assigned therapist must decide if the short notice was justified and, if yes, deletes the entry.
- The client is allowed 3 short notices in 3 months so the person doing the entering must monitor the activity and correlation to the guidelines.
- When there are 3 entries in 3 months, the assigned therapist emails the Administrative/Development Coordinator to request a notice be sent to the client. The ADC will document the date the notice was mailed.

*Approved 2013*