



Dear Valued Client of Arisa Medical Services,

Your treatment is important to us! Our records indicate that you have recently missed an appointment with your Arisa Medical Provider.

We here at Arisa Health strive to accommodate and serve our clients through life and its many changes, but we need your help to do so! We're contacting you to discuss missed appointments and how you can partner with Arisa Health in your medical and psychiatric care.

What are we asking?

- *We ask that you consider partnering with us by notifying us more than 24 hours in advance of your need to cancel and/or reschedule your upcoming appointment.*

Why?

- *If you don't need your appointment, someone else does!*
- *Notifying us of your changing needs, in advance of your appointment will help others in your community by providing someone else access to a more immediately available appointment!*

How?

- *In the future, Arisa will work to remind you of your upcoming appointments.*
- *For **NEWLY REFERRED CLIENTS**: Arisa will support individuals referred to Medical services by providing the ability to reschedule the New Patient Visit 1x after a no show or cancellation within 24 hrs has occurred. If a second no show or cancellation within 24 hrs occurs for a Medical Services New Patient Visit, You will need to wait 1 yr before being eligible to be referred again for scheduling with a Arisa Medical Provider.*
- *For **EXISTING CLIENTS** of Arisa medical services: Arisa will support individuals by providing access to Medical/Psychiatric care through the provision of a generous 3 missed appointments in a year buffer.*

We acknowledge that life has a way of interrupting even our best laid plans often making it difficult even to attend to our day-to-day needs. Therefore, If your missed Medical appointments exceed three in a year, your Arisa provider will further support you by providing a letter containing other options for your medical and psychiatric treatment in your area outside Arisa Health. ***Please note***- *If you are referred elsewhere for Medical/Psychiatric Services, you may continue in therapy services through Arisa at the discretion of and in communication with the referring Mental Health Professional.*

Should you wish to continue to partnering with Arisa Health in your Medical and Psychiatric care, you may contact us to schedule an appointment with our **Missed Appointment Clinic** at **870-333-5267**. Please leave a message for our Nurse and someone will contact you back within 24 business hours.

We look forward to hearing from you soon!

Sincerely,

Arisa Health



Bienvenidos a los Servicios Médicos de Arisa. ¡Su tratamiento es importante para nosotros!

Aquí en Arisa Health nos esforzamos para acomodar y servir a nuestros clientes a través de la vida y sus cambios, ¡pero necesitamos de su ayuda para hacerlo! A medida que invierta sus energías con nuestro equipo de Servicios Médicos, por favor considere lo siguiente, ¿cómo puede usted asociarse con Arisa Health en su atención médica y psiquiátrica?

¿Qué estamos solicitando?

- *Le solicitamos que por favor nos notifique con más de 24 horas de anticipación su necesidad de cancelar y/o reprogramar su próxima cita.*

¿Por qué?

- *Si usted no necesita su cita, ¡alguien más la necesita!*
- *Esto nos ayudará a proporcionar a que otra persona pueda tener acceso a una cita de inmediato.*

¿Cómo?

- *En el futuro, Arisa trabajará para recordarle sus próximas citas.*
- *Para **CLIENTES RECIÉN REFERIDOS**: Arisa apoyará a las personas que sean referidas a los servicios médicos, proporcionándoles la posibilidad de reprogramar la visita del nuevo paciente, en el caso que por alguna razón no se ha podido presentar o se produjo la cancelación dentro de las 24 horas. Si esto ocurre una segunda vez, deberá esperar 1 año antes de ser elegible para ser referido nuevamente para programar una cita con un proveedor médico de Arisa.*
- *Para **los CLIENTES EXISTENTES** Arisa: Arisa apoyará a las personas brindándoles acceso a atención médica / psiquiátrica a través de la provisión de un generoso colchón de 3 citas perdidas en un año.*

Reconocemos, que la vida tiene una forma de interrumpir hasta nuestros planes mejores diseñados, incluso dificultando la atención de nuestras tareas cotidianas. Por lo tanto, si sus citas médicas pérdidas superan las **tres** en un año, su proveedor de Arisa lo asistirá proporcionándole una carta que contenga otras opciones para su tratamiento médico y psiquiátrico en su área fuera de Arisa Health. ***Tenga en cuenta***- *Si lo derivan a otro lugar para recibir servicios médicos/psiquiátricos, puede continuar con los servicios de terapia a través de Arisa a discreción y en comunicación con el profesional de salud mental que lo refirió.*

Si desea continuar colaborando con Arisa Health en su atención médica y psiquiátrica, puede comunicarse con nosotros para programar una cita con nuestra Clínica de citas perdidas al 870-333-5267. Deje un mensaje para nuestra enfermera y alguien se comunicará con usted dentro de las 24 horas hábiles.

¡Esperamos tener noticias tuyas pronto!

Atentamente,

Arisa Health



ARISA HEALTH, INC
POLICIES and PROCEDURES

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| Subject: Medical Services: No-Show / Client Dismissal Policy | Original Issue Date: Revision Date |
| Submitted by: Kyle Johnson, MD Page 1 of 2 | Approved By: Executive Team Date Reviewed by Executive Team: 1/9/24 |

I. Policy: Medical Services: No-Show / Client Dismissal Policy

II. Purpose: The purpose of this policy is to outline expectations for patients of Arisa regarding their role in attending appointments and to outline a procedure for providers if these expectations are not met.

III. Definitions: None

IV. Procedures:

A. For **new clients** to Arisa Medical Services

1. PDA No Shows

- i. Clients who no show and/or cancel within 24 hours of a scheduled PDA may be rescheduled ONE TIME.
- ii. If the client misses a second scheduled PDA, the client will need to wait 12 months before they will be eligible for admission to medical/prescriber services with Arisa. Individuals in this situation will be referred to outside providers for medical needs. Though, the client may continue in therapy services through Arisa at the discretion of and in communication with the referring Mental Health Professional. (See Referrals and Transitions of Care and Arisa discharge policies for additional details).

2. For **existing clients** of Arisa Medical Services

- i. Upon a total of FOUR no show and/or cancellations within 24 hours of the scheduled appointment, the client can be dismissed from Medical Services at the discretion of the treating provider and/or Chief Medical Officer.
- ii. It is also the prescriber/medical team’s discretion to refer these individuals back to their PCP or other area resources if it is determined that a pattern of no-showed appointments exists i.e., more than 3 missed medical appointments in the past years time. If adopted as the course of action, the clinic and prescriber must enter documentation via nursing note into the client’s chart to document this clinical decision.
- iii. A letter/correspondence with the client should be documented in the Medical Record notifying the client of the Total number of no show/late cancellation appointments within the year prior to the 4th occurrence.



iv. The note may be as simple as: client has missed medical appointments of the following dates in the past year meeting or exceeding 3 missed appointments on the following dates: _____. Therefore, the client will be sent a Certified Letter notifying them their care through Arisa Medical Services was ended on ____ (Date).

v. **Required** The medical provider must issue 30 day supply of bridge medications to be in compliance with the medical board.

vi. The discharge letter must include at least two to three area resources with which the client may choose to pursue for ongoing care.
(The local ER may be included as one of the 2-3 referral sources)

V. Attachments: