

 <p><b>Connecticut Valley Hospital Nursing Policy and Procedure</b></p>	<p><b>SECTION D: PSYCHOLOGICAL ADAPTATION CHAPTER 15: EXAMINATION AND SPECIAL TESTS</b></p> <p><b>POLICY AND PROCEDURE 15.2 Patient's Scheduled Healthcare Appointments</b></p>
<p>Authorization: Nursing Executive Committee</p>	<p>Date Effective: May 1, 2018 Scope: Registered Nurses and Licensed Practical Nurses</p>

**Standard of Practice:**

The registered nurse will be responsible for overseeing that the patient's health care needs are met by scheduling necessary health care appointments and following through on their attendance.

**Standard of Care:**

The patient can expect to have all their health care needs met and to see outside health care specialists when necessary to meet those needs.

**Policy:**

In an effort to schedule, follow-up and encourage compliance with medical and dental appointments, nursing staff will utilize a medical appointment tracking form for each patient. This form will be kept in the Progress Note section of the patient's Medical Record (CVH-545).

**Procedure:**

1. Nursing staff accepting the call for a patient's medical appointment will log the **specific** medical appointment on the Patient's Scheduled Appointments Form by writing in the type of appointment and date of appointment in the spaces provided (i.e., dental, x-ray, OB/GYN, etc.)
2. On the day of the appointment, the Mental Health Assistant/Forensic Treatment Specialist assigned to escort the patient to the appointment will check "Yes" on the form if the patient attended as scheduled. If the patient does not attend the scheduled appointment, the Mental Health Assistant/Forensic Treatment Specialist will check "No" on the form and write the reason for missing the appointment in the appropriate box, using the key code provided on the top of the tracking form.

3. The Mental Health Assistant will notify the Charge Nurse of the missed appointment. The Nurse will in turn notify the medical clinic so that the appointment can be rescheduled.
4. Nursing staff accepting the call for the patient's **rescheduled** medical appointment will log the date rescheduled on the Patient's Scheduled Appointments form in the "Date Rescheduled" area.
5. On the day of the rescheduled appointment, the Mental Health Assistant assigned to escort to the appointment will check "Yes" on the form if the patient attended as scheduled. If the patient fails to attend again follow # 2 and #3 above.
6. The Nurse shall notify the Physician whenever scheduled healthcare appointments are missed.