

Comprehensive Behavioral Health Management/College Health IPA Policy and Procedure Manual	
Policy Name: Initial Provider Contact With Patients	Accessibility, Availability, Referral and Triage
Date: 7-97 Reviewed by QI Committee: 5-07, 5-08, 5-09, 5-10 Revised by QI Committee: 5-06	Page: 1 of 2 Policy Number: AR-5

Purpose: To ensure that a Comprehensive Behavioral Health Management/College Health IPA (CBHM/CHIPA) provider’s initial contact with patient is appropriate and serves the needs of the patient.

Policy:

1.0 Telephone Contact

- 1.1 A provider or provider’s office staff should only contact a patient by phone if they are returning a patient’s call or the patient has given permission through CBHM/CHIPA for the provider to contact the patient. Provider or staff, when leaving a message with anyone other than the patient, including an answering machine, should leave only their name and phone number. No other identifiers, including type of doctor, nature of the call, or office name should be left on a machine.
- 1.2 Providers should return all patient phone messages within one business day.
- 1.3 When a provider has telephone contact with a patient to arrange for an initial appointment s/he should assess the reason patient is seeking treatment in order to determine if referral is appropriate. Providers should also provide crisis intervention as needed.
- 1.4 When a provider must cancel a scheduled appointment, the following guidelines should be followed:
 - 1.4.1 When possible, at least 24 hours notice of cancellation should be given to the patient.
 - 1.4.2 When possible, a choice of alternate appointments should be offered at the time of the cancellation.
 - 1.4.3 When the provider leaves a message for the patient, the provider should attempt to make telephone contact with the patient at least one time per day until an alternate appointment has been scheduled.

2.0 Appointments

- 2.1 If a patient walks in to a clinical practice without an appointment and it is clear the patient is covered by CBHM/CHIPA, the provider should attempt to call a CBHM/CHIPA staff member.
 - 2.1.1 CBHM/CHIPA staff will determine eligibility and provide verbal authorization for appropriate treatment. Written authorization is faxed or mailed within one business day.
 - 2.1.2 CBHM/CHIPA staff will be available to assist with crisis intervention and emergency services as needed.

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- 2.2 If a CBHM/CHIPA patient arrives at a scheduled appointment and the provider does not have a copy of the authorization, the provider should attempt to call a CBHM/CHIPA staff member and/or ask the patient to call.
 - 2.2.1 CBHM/CHIPA staff will ensure authorization is in place and verbally confirm with provider. Written authorization is faxed or mailed within one business day.
 - 2.2.2 Provider should keep appointment as scheduled.