

## Outpatient Clinical Services Manual Procedure for Walk In Assessments and ongoing therapy appointments

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**Summary:** To ensure consistency in walk in assessments and ongoing therapy appointments at Hamilton Center Inc., the following process will be utilized. This will include scheduling of initial assessments and scheduling of individual therapy appointments. The following guidelines will provide the best quality service while maintaining a high level of access for clients and a minimal no show rate for the Hamilton Center.

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### PROCEDURE:

#### 1.0 Access

- 1.1 Regardless of ability to bill for an initial clinical session, every client who expresses a need will be assessed face to face by a clinical provider. This allows the client to feel served, heard, and comfortable with a plan of treatment steps thereafter.

#### 2.0 Initial Assessments

- 2.1 When a client contacts Central Scheduling or the Site for an initial assessment, the client will be informed of the current walk in assessments times of their preferred site to be seen.
- 2.2 When a client arrives at the site to be seen and states they are present for an assessment the Program Assistant will complete enrollment information and review the schedule and offer the first available opening to the client at that time. The Program Assistant will try to first schedule with a provider paneled with the client's insurance as applicable.
  - 2.2.1 The program assistant will utilize the script for the time available for the appointment. *Attached\**
- 2.3 The client will have the choice to wait for an opening, return later in the day, return another day or request to be scheduled for the assessment if the wait is over 45 minutes.

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- 2.4 If the appointment time is going to be less than 45 minutes (based on the clinician's schedule), the client will be placed on the schedule as Individual Therapy.
  - 2.4.1 During this session, it is the expectation that the clinician educate the client that the clinician will gather basic presenting condition of the client, initial diagnostic impression and determine the course of treatment to determine plan of what the next appointment will be. Upon closure of the session, the clinician shall walk the client back to the check in window to ensure the follow up appointment is scheduled accordingly (45 minutes if just a brief assessment is needed), 60 minutes if a brief assessment and ANSA or CANS is needed).
  - 2.4.2 During the assessment, the client will be screened for pain, nutrition, and medical needs. Referrals made will be documented in the initial assessment.
- 2.5 If the appointment time is at least 45 minutes, the client will be placed on the schedule as Assessment.
  - 2.5.1 It is the expectation that in a 45 minute Assessment Session, the Brief Assessment is completed. Upon closure of the session, the clinician shall walk the client back to the check in window to ensure the follow up appointment is scheduled accordingly (45 minutes if an ANSA or CANS is needed. 30-45 minutes if an ongoing individual therapy session is needed).
- 2.6 If the appointment time is at least 60 minutes, the client will be placed on the schedule as assessment.
  - 2.6.1 It is the expectation that in a 60 minute Assessment Session, the Brief Assessment and the ANSA/CANS are both completed. Upon closure of the session, the clinician shall walk the client back to the check in window to ensure the follow up appointment is scheduled accordingly (30-45 minutes if an ongoing individual therapy session is needed).
  - 2.6.2 If the clinician will be transferring the client to another provider, they will completed the internal transfer form and the site will contact the client within 48 hours to schedule the appointment.

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- 2.7 Note that if the clinician needs the next scheduled appointment time to be extended in length, permission will be sought from the Program Manager/Clinical Supervisor. Some Assessments may be scheduled accordingly due to contracts with community partners, specific requirements of payers or length of walk in wait time (ex. DCS Clinical Interview and Assessment and Recovery Works)

**3.0 Scheduling Individual Therapy Appointments**

- 3.1 When a client calls the Central Scheduling Department for an individual therapy appointment and is an established client, they will be offered the next available appointment date and time with the clinician.
- 3.1.1 The individual therapy appointment will be scheduled for 30 minutes or 45 minutes accordingly.
- 3.1.2 Specialized Practices (EMDR) may require a predetermined amount of time which is approved by the Program Manager/Clinical Supervisor of the area and placed in the client comment section of the clinical record.
- 3.1.3 If the clinician has determined that the client is appropriate for 30 minute therapy sessions, it will be listed in the EMR under 'client comments', and Central Scheduling will offer 30 minute appointments to that specific client.
- 3.1.4 Clients may schedule up to 6 reoccurring therapy appointments if they are in accordance with Hamilton Center Inc. Attendance Policy.

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**REFERENCES: PA Script**