

**Charleston/Dorchester Community  
Mental Health Center**

**CONSUMER OUTREACH POLICY**

**Policy:**

The Charleston/Dorchester Community Mental Health Center supports assertive and comprehensive treatment approaches that include planned outreach responses to treatment interruption for consumers actively engaged in treatment. The Center will make active and concerted efforts to ensure that consumers actively participate in treatment.

Outreach is defined as continuing attempts to contact a consumer who has missed a scheduled appointment or who has failed to maintain appointments as mutually agreed upon in the treatment plan.

**Procedure:**

1. Any missed clinic appointment will be documented in the medical record on the clinical service note by the case manager. This does not include consumers who miss a day at rehabilitative psychosocial therapy programs.
2. Consumers will be contacted by telephone or by letter and a new appointment scheduled no later two weeks from the missed appointment.
3. The case manager will document the new appointment date on the clinical service note.
4. If a consumer misses three (3) consecutive appointments, a letter acknowledging the missed appointments will be mailed to the consumer's address requesting that the consumer contact the Mental Health Center and to inform the consumer that a home visit may be conducted. A copy of this letter will be filed in the consumer's medical record, section B.
5. Home visits will be conducted, based on the professional judgment of the case manager.
6. If consumer contact or an agreement to continue treatment cannot be established, the case manager may place the consumer's medical record in inactive status.
7. See "Inactive Status" policy.

  
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Thomas G. Hiers, Ph.D.  
Executive Director

  
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Date  
(Revision of Policy Dated 1/31/97)