**Missed (Unmade) Visit Definition and Process**

**Definition of a Missed (Unmade) Visit:**

All patient visits are scheduled according to the physicians ordered visit frequency based upon MSA’s Medicare week. The Medicare week is Sunday to Saturday. If a clinician is unable to make the appropriate number of physician ordered visits within the Medicare week; and therefore will not meet the patient’s physician ordered frequency, that visit is a **Missed (Unmade) Visit**.

**Scenario:**

(Patient) Mr. Smith, is scheduled to receive nursing visits twice a week. He receives an SN visit on Monday. His next scheduled visit is Wednesday.

On Wednesday, the nurse goes to Mr. Smith’s home to make her confirmed visit. Mr. Smith has family at his home that has come for a visit and he requests the visit be made on Friday instead.

The nurse would go to the patient’s schedule, click on the visit that is on the schedule for Wednesday and drag it over to Friday. The visit is now scheduled for Friday.

Because the nurse traveled to the patient’s home, she would also add a row to the time log for Wednesday, enter the service code K402 and enter the mileage to the patient’s home and the time spent attempting the visit.

On Friday morning, the nurse calls the patient prior to making the visit. The patient reports he is doing well and his family wants to take him to the mountains for the weekend. He wants to cancel the second visit for this week and resume his visits next week. This second visit now meets the definition of a missed or unmade visit because the frequency the physician ordered cannot be met for the week.

In order to reconcile the **Missed (Unmade) Visit** on the Time Log/Schedule, follow this process:

The visit will be on the schedule and time log with the appropriate service code.

1. Mark the visit as Unmade and choose the appropriate reason code.
2. Create the Clinical Note.
3. Enter any time and mileage on the time log in the event that the clinician went to the patients home to attempt the visit.
How to Document an Unmade Visit

When a visit is missed and **CANNOT** be rescheduled during the same Medicare week:

- Go to your Timelog (Allscripts Homecare>Transactions>General>Timelog)
- Select the correct visit (the visit selected will have an indicator on the far left side of the screen)
- In the Unmade column, click the drop down arrow and select the appropriate unmade reason from the drop down list provided.

![Unmade reason dropdown](image)

- Notify the physician of the unmade visit and create a clinical note. The clinical note should include the reason the visit was unmade, who was notified (physician that was notified), the date and time you notified the physician.
  - To Create the Clinical Note:
    - Click on the P button on the timelog to pop to the patient]
    - Click on the Clinical Notes Tab of the workflow that populates
    - Click on the Add a Row button on the right hand side of the screen to create a new clinical note
    - Enter your Clinical Note in the note field. The clinical note should include the reason the visit was unmade, who was notified (physician that was notified), the date and time you notified the physician.

![Clinical Note properties](image)

- Select the Use Codes C (Charting) and N (Communication) by clicking on the ellipsis button beside the Use Code field and placing a check mark in the box beside those two use codes.
Save the Clinical Note

- Close the patient component
- The time log will now be able to be saved.

- If you have traveled to the patient’s home and you realize the visit is going to be an unmade visit (and it cannot be rescheduled during the same Medicare week), you will need to complete the steps above to mark the visit as an unmade visit.

- To account for your time and travel:
  - Add a row to your timelog by clicking on the Add Row button on the right hand side of the screen
  - Select Service Code K402 Attempted Visit Time and Mileage from the drop down list.
  - Select the correct Patient ID from the drop down list or click on the “?” for Select another Patient if the correct patient is not listed.
  - Enter in your Travel Start and End Time as well as Odometer Readings.
  - Mark the visit as Verified
  - Save the timelog.

1. When a visit is not made on the day it was scheduled and it CAN be rescheduled during the same Medicare week to meet the ordered visit frequency:

   - DO NOT attach any documentation to the visit that was not made and will be rescheduled. This includes Travel Time, Direct Time, Indirect Time, Odometer Readings, Assessments, Problem Charting, and/or clinical notes. (Any documentation attached will be duplicated when you reschedule the visit.)

   - Open the Scheduling Component (Allscripts Homecare>Schedule)
• Click on the Patient Mode Icon
• Select the appropriate patient by clicking on the yellow search folder or by selecting the patient from the drop-down list.

• Select the 31 day view

• Find the exact visit to be rescheduled.
• Click and hold the mouse button down on the actual visit and drag the visit to the day it is to be scheduled. When you start to drag the visit the pointer for your mouse turns to a hand.
• When you have moved the visit to the day you rescheduled it for, release the mouse and the visit will be on the calendar for that day.
• If you have traveled to the patient’s home and you are unable to make the visit on that day, AND the visit can be rescheduled during the Medicare week to meet ordered visit frequency; complete the steps above to reschedule the visit (make sure you have removed any travel time or mileage that was entered in prior to rescheduling the visit).

• In order to account for your travel time and mileage: Go to your timelog (Allscripts Homecare>Transactions>General>Timelog)
• Add a row to your timelog by clicking on the Add Row button on the right hand side of the screen
• Select Service Code K402 Attempted Visit Time and Mileage from the drop down list.

• Select the correct Patient ID from the drop down list or click on the “?” for Select another Patient if the correct patient is not listed.
- Enter in your Travel Start and End Time as well as Odometer Readings.
- Mark the visit as Verified

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- Save the timelog.