

**Guidelines for using the “Appointment Refusal” classification
On the Event Report Form**

The following information should be used to assist in determining when and how to use the “Appointment Refusal” classification on the event report form.

- **This classification should be used for people who reside in Arc’s residential program only**
- **This applies to all medical, counseling, clinical, or other related medical or mental health appointments**
- **This classification is not designed to be used by ArcHealth Services to document refused appointments.**

If a person supported refuses a scheduled appointment and ...

- **S/he is to leave from the residence for the appointment, the residential program completes the event report and processes is like all other event reports**
- **S/he is to leave from the day program AND residential or med liaison staff are picking the person up, the residential or med liaison staff complete the event report and submit it to the program manager at the person’s residence**
- **S/he is to leave from the day program AND they are picked up by a transportation provider to be transported to the appointment, the day program is to complete the event report and send the original event report to the person’s home to the attention of the program manager. In this case, the day program is completing the simple event report on behalf of the person’s residential program. The reason that the day program is not retaining or processing the event report within the day program is for monitoring and trending purposes.**
- **S/he is to attend the appointment with his/her care coordinator only (i.e., the care coordinator will transport and be the only staff to accompany), the care coordinator is to complete the event report and send the original event report to the person’s home to the attention of the program manager. In this case, the care coordinator is completing the simple event report on behalf of the person’s residential program. The reason that the service coordination department is not retaining or processing the event report within the program is for monitoring and trending purposes.**