Scheduling Follow-up Visits

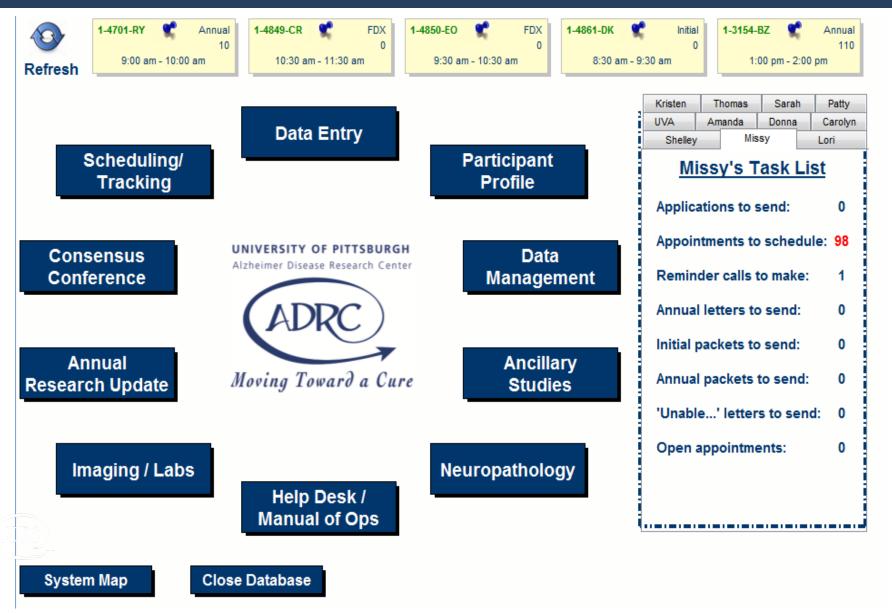
Challenges

- Keeping track of > 600 participants annually
- Contacting participants to schedule visits
- Following to ensure appointments are kept

Efforts

- Computerized scheduling and tracking system, based on target dates and visit windows
- 'Appointments to schedule' list
- Annual letters sent when visit window opens
- Calling directly to schedule appointments
- Appointment reminder letters and phone calls
- 'Unable to reach you' letter









Scheduling

Back to Scheduling & Tracking Menu

Appointments To Schedule

Appointments By Participant

Appointments By Date

Search Appointment Communications

Reminder Calls

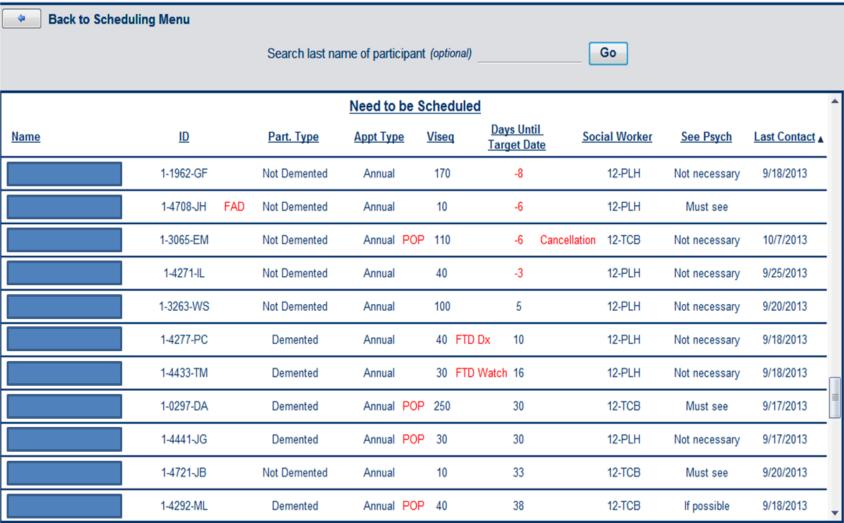
Still Unable To Reach

Long Overdue

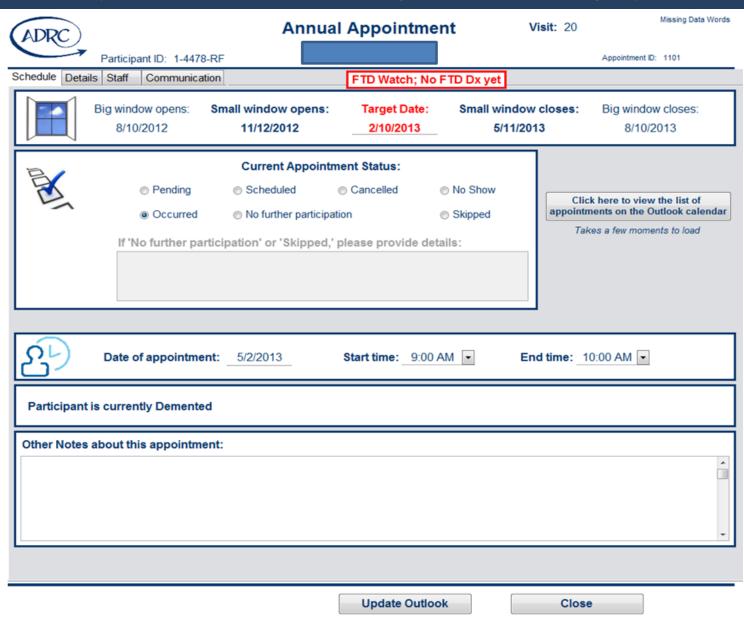




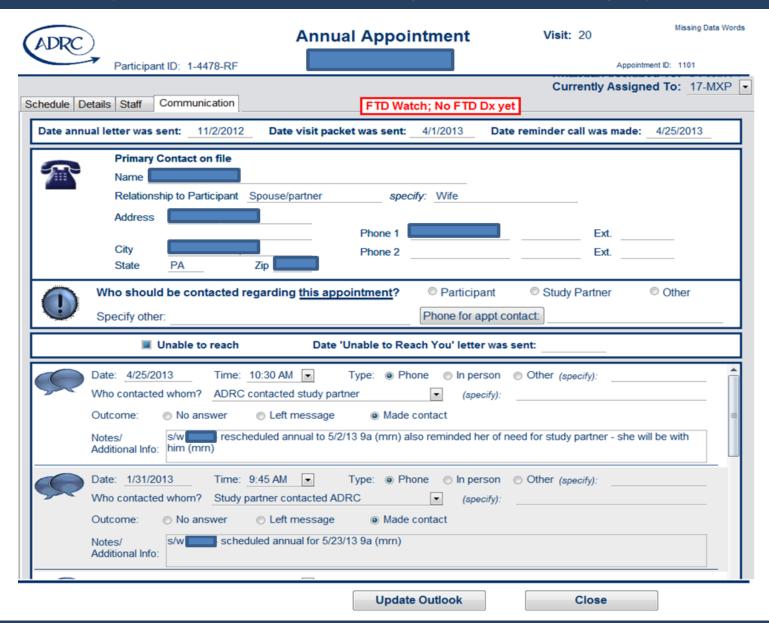
Appointments to Schedule



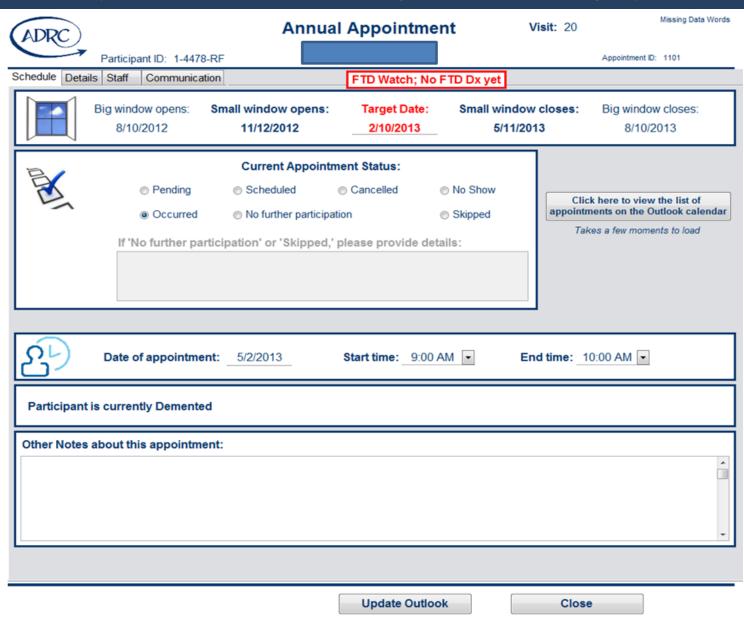




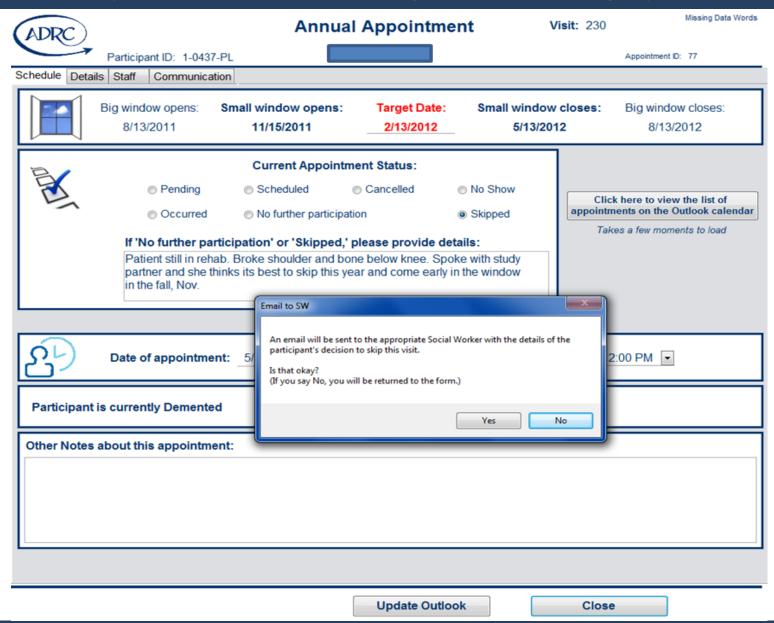
















Scheduling

Back to Scheduling & Tracking Menu

Appointments To Schedule

Appointments By Participant

Appointments By Date

Search Appointment Communications

Reminder Calls

Still Unable To Reach

Long Overdue



Scheduling Follow-up Visits

Challenge

Participants sometimes need to skip a visit

Efforts

- Allow an appointment status of 'Skipped'
- Reasons must be recorded and an automatic email is sent to the assigned social worker

Submit Skipped Visit forms to the NACC



Scheduling Follow-up Visits

- Computerized scheduling and tracking system, based on target dates and visit windows
- 'Appointments to schedule' list
- Annual letters sent when visit window opens
- Calling directly to schedule appointments
- Appointment reminder letters and phone calls
- 'Unable to reach you' letter
- Allow an appointment status of 'Skipped', with reasons recorded and an automatic email to the social worker
- Submit Skipped Visit forms to the NACC?

