Patient Close Reasons

Not Closed - Client is not closed.

Return to HUB Options - Use one of these reasons to return client to HUB for reassignment to a different Program. Document all client contacts in “Patient Encounter/Engagement” for the HUB Administrator.

Patient Close Options - Client is not returned to HUB for reassignment. Client is removed from system.

• Return to HUB Options:
  • Client Refused - Client refused this SPECIFIC HV program but is interested in a different one (i.e.: may be interested in PAT but not NFP).
  • Not available during day – Client is unavailable during the day, but desires services. Client is returned to HUB for re-assignment to a program with evening or weekend hours.
  • Not Eligible - Client does not meet program criteria, but is eligible for other HV program in area
  • Outreach Time Expired - Unable to enroll client within program specified outreach period OR client’s gestational age has exceeded program limitations prior to enrolling.
  • Outreach Unsuccessful - Unable to outreach client, however, there is a strong likelihood that another program may be able to reach her.
  • Program at Capacity - No available openings for client
  • MIHOPE - MIHOPE study. Client is not assigned to Home Visiting.
  • Other Reason - “Other” should only be used in rare circumstances and must be clearly documented in notes.
  • Returned for Assignment – For use by CI Managed. Client’s immediate needs have been met and client desires participation in program or CHW case management.

• Patient Close Options:
  • Additional Services Not Needed – Client’s needs have been successfully met via RRAs and no additional services are needed. Generally used for a client who only requests one or two specific RRAs AND NO 2-page CHS is completed.
  • Case Completed - Client has successfully completed prescribed goals of program.
  • Duplicate: A referral was already received on this client from another agency.
  • Failed to Enroll -
  • Lost to Follow-Up - Client was enrolled in program but staff is no longer able to contact.
  • No longer pregnant - Client’s eligibility for program has changed.
  • Not Referred to Hub – Client declined consent or declined to complete a CHS. This option is used to close Initial Referral Forms where a 2-page CHS is not completed.
  • Outreach Time is Expired - Unable to enroll client within program specified outreach period. Unlikely that another program will be able to enroll her.
  • Patient Moved - Client no longer resides in service area. (If client wishes to continue in same program at new address, contact the new CI and complete and submit a new referral.)
  • Patient Refused Service – Client noncompliant with appts, or declined in ANY HV or CHW program.
  • Referrals Completed - Client’s needs have been successfully met via RRAs and no additional services are needed. Generally used for a client who only requests one or two specific RRAs AND a 2-page CHS IS completed.
  • Unable to Contact - Unable to contact client by any means within program –specific outreach period.
  • Unavailable during day - Client is unavailable during the day, and no programs with evening or weekend hours are available.
  • Other - Please discuss with CI HUB. “Other” should only be used in rare circumstances and must be clearly documented in notes.

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