

# CAMH TeleMental Health Service Integrated Care Model: No-Show Procedure

Email: [telementalhealth@camh.ca](mailto:telementalhealth@camh.ca)

Phone: (416) 535-8501 x 34778 or toll-free at 1(800) 463-2338

Web: <https://www.porticonetwork.ca/web/telemental-health/telepsychiatry>

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## 1. Overview

The purpose of this guideline is to support shared understanding of the no-show guidelines and expectations at the CAMH TeleMental Health Service.

**Definition:** A missed appointment will be considered a “no-show” for those patients who do not inform the CAMH TeleMental Health Service (or their local clinical telemedicine coordinator (CTC) or clinic administrator equivalent), of their inability to attend their appointment and/or who provide no explanation a minimum of 2 business days (e.g., 48 hours) prior to their scheduled appointment. The 48-hour window excludes weekends and holidays. The clinic will recognize extenuating circumstances that lead patients to notify service providers within the 2 business day (48-hour) window before their scheduled appointment, on a case by case basis. The CAMH TeleMental Health Service follows the CPSO policy for uninsured services: Billing and Block Fees, Section: “Charging for missed or cancelled appointments”. (<https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Uninsured-Services-Billing-and-Block-Fees>).

## 2. Procedure for Organizations

The community organization is expected to inform patients that CAMH TeleMental Health Service and the Community Organization enforce a “No-Show” expectation for any missed appointments.

### a. No-shows

- i. Community organization communicates with all patients upon booking the initial appointment of the TeleMental Health Service no show guidelines. In the event that the patient does not show up, the community organization will notify the CAMH TeleMental Health Service administrators of the missed appointment within the first 15 minutes of appointment start-time.
  - Communication can be made via phone 416-535-8501 ext. 34778 or email to [telementalhealth@camh.ca](mailto:telementalhealth@camh.ca). Please include the Ncompass ID, or the scheduled time of the appointment (ensure not to include any client personal identifiers).
  - If your community organization is part of the Integrated Care Model, you may utilize the indirect care hour to provide this patient indirect care services.

- ii. The first time a patient misses an appointment, the community organization will reschedule with the patient, and ensure the patient is aware of the no-show guidelines for TeleMental Health services. Community organizations will reschedule the patient and ask if there is additional support that is required for the patient to be able to attend the appointment.
- iii. TeleMental Health Service admins will document in the patient's chart the date, time and reason of the missed appointment, the rescheduled appointment date and other relevant information.
- iv. If a patient does not show up a second time, the community organization will follow-up with the patient, indicating that they will require a new referral.
  - \* **Community organizations, please use your discretion with these guidelines. Please try to determine if there are reasons that the patient has not presented themselves for their appointment, and if additional options can be explored to facilitate attendance to the appointment.**
  - \* **TeleMental Health Service admins will continue to document all relevant information in the patient's chart.**

### 3. Links/ Related Documents:

CAMH TeleMental Health Service Referral Protocols:

<https://www.porticonetwork.ca/web/telemental-health/telepsychiatry>

CPSO Policies: Uninsured Services – Billing and Block Fees

<https://www.cpso.on.ca/Physicians/Policies-Guidance/Policies/Uninsured-Services-Billing-and-Block-Fees>