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.