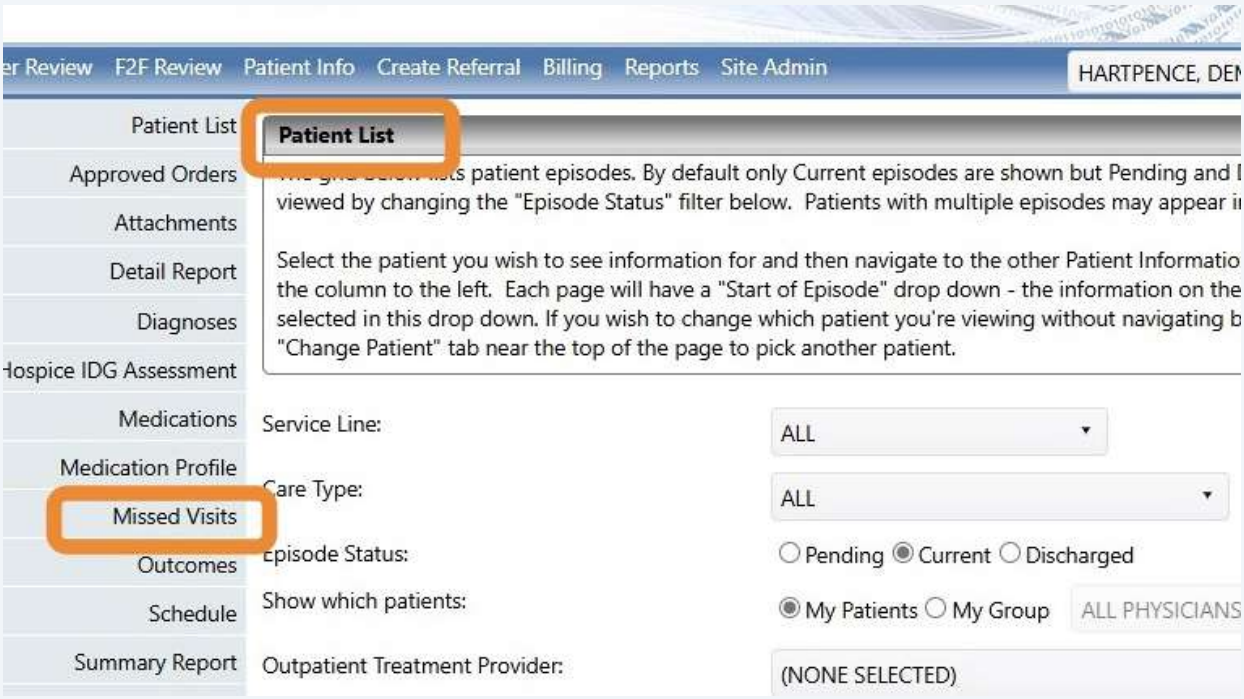
Provider Link: How to review Missed Visits

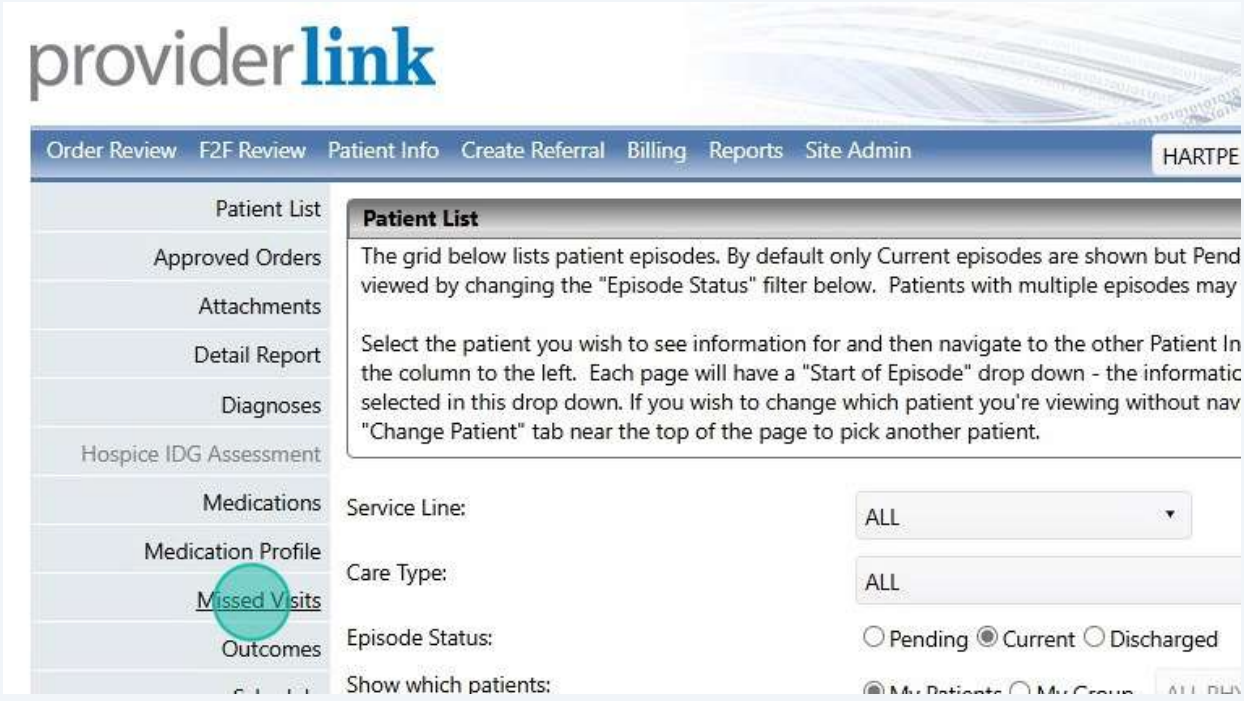
This feature allows providers to review any missed visits associated with a patient's episode of care. Providers can view details such as the visit date, service code, assigned clinician, and the reason for the missed visit. This helps identify care gaps, ensures timely follow-up, and supports adherence to the patient's plan of care.

1 Once in Provider Link, click on the *Patient Info* tab to access patient details.

2 You can use the *Patient List* to search for a patient, or go directly to the *Missed Visits* tab in the gray navigation column. At any point, you can also search for a different patient using the *Change Patient* option available in any of these tabs.

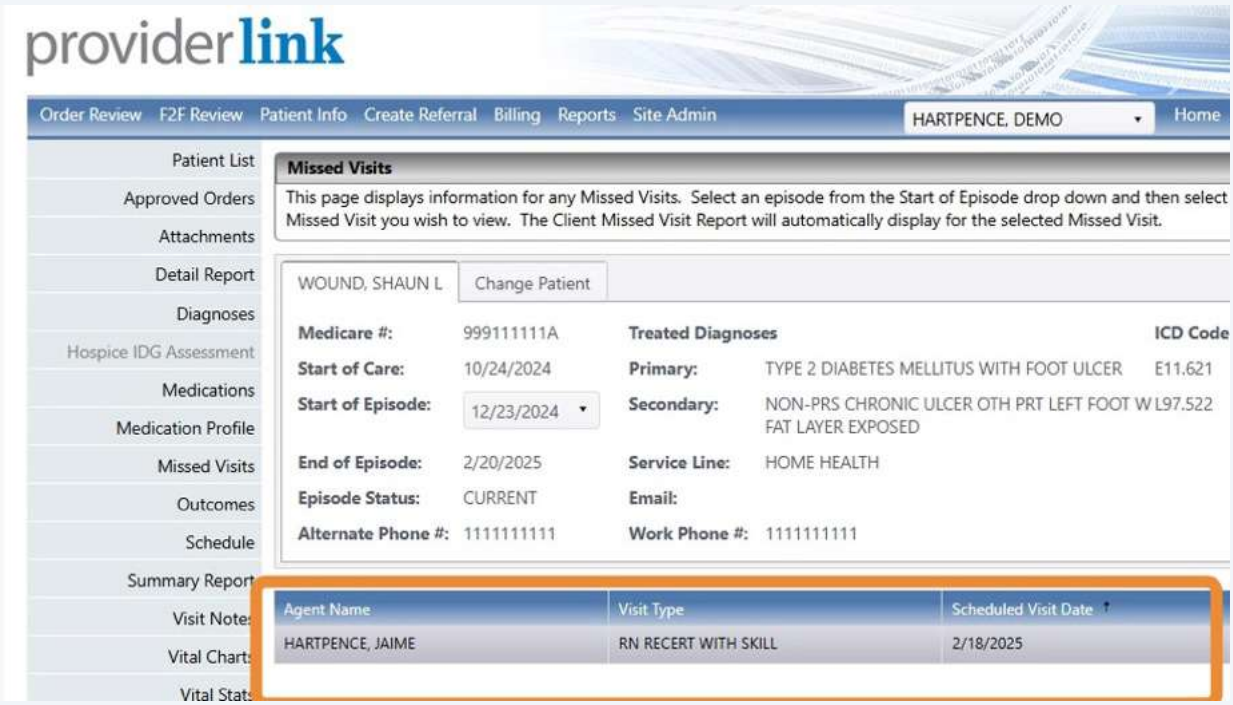


3 To view missed visits, navigate to the *Missed Visits* tab in the gray navigation column.



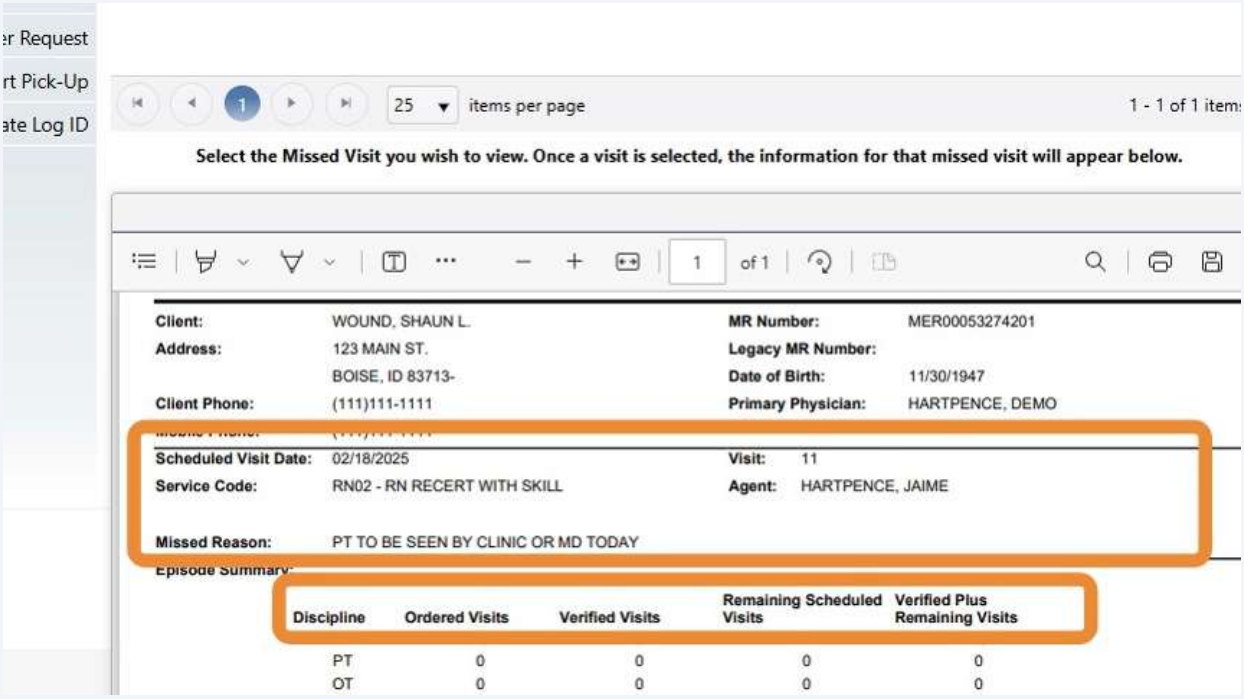
4 You can select the episode you wish to view by using the *Start of Episode* filter. If needed, you can also change the patient by selecting the *Change Patient* option.

5 Missed visits will appear in the box beneath the clinician's name. Double-click on the entry to generate and view the detailed report.



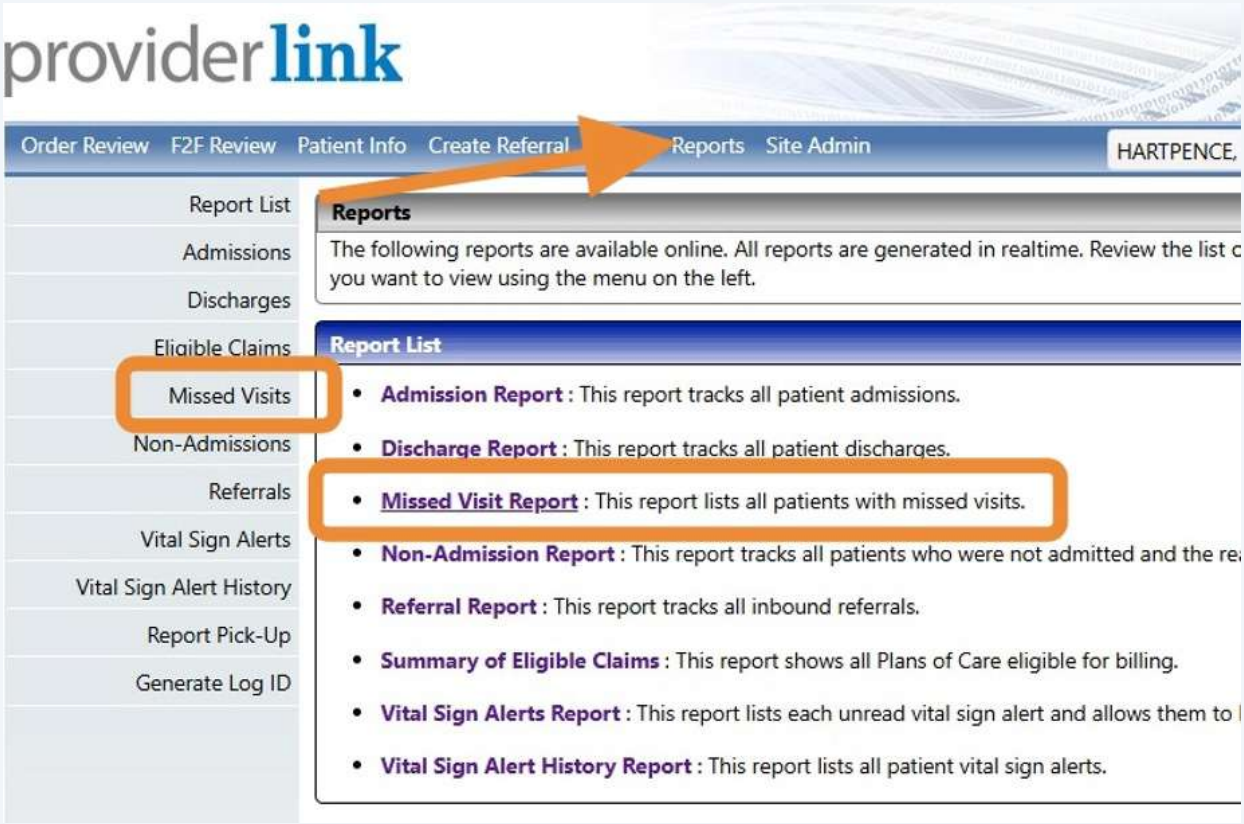
6 The report displays the missed service code and reason, the visit number, and the clinician responsible for the visit. It also provides a snapshot of the ordered visits for that episode, including those already verified and those remaining.

This report can be used in clinical follow-ups, internal audits, or communication with care teams to address missed visits, reassign future visits if needed, and ensure that services stay on track with the prescribed plan.

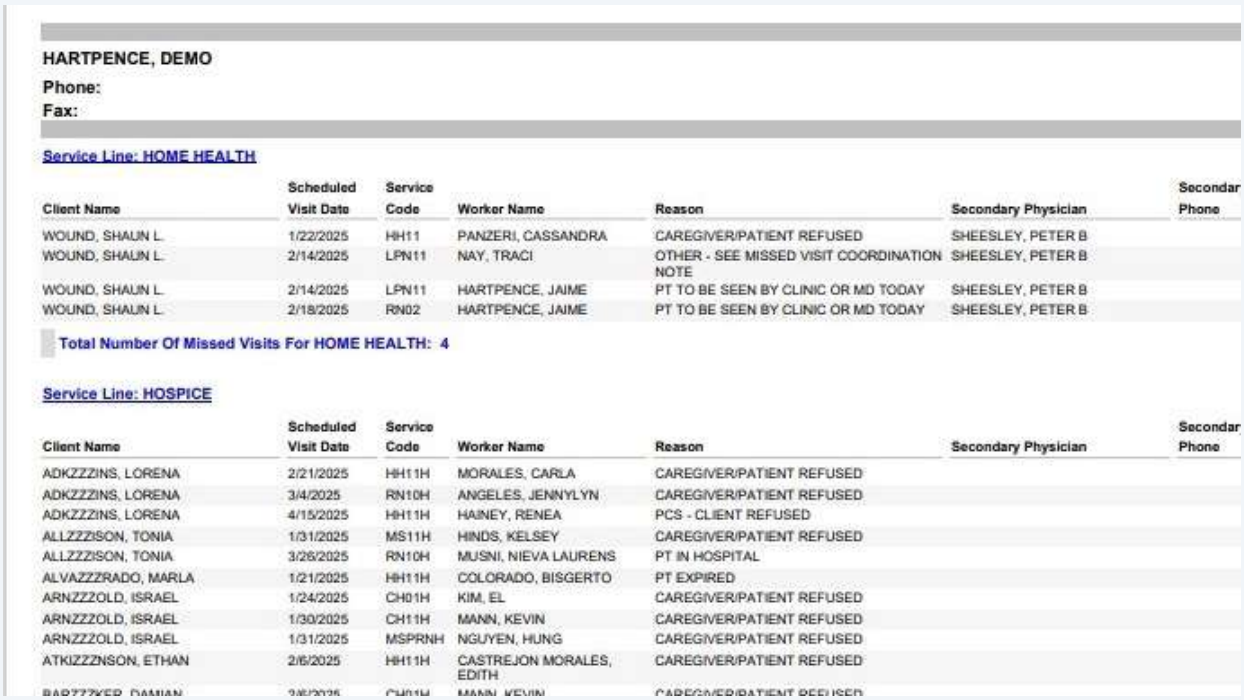


7 There is also a report that can be run from the *Reports* section.

To access it, navigate to the *Reports* option in the blue ribbon at the top of the page. Select *Missed Visits* from the gray navigation column or click on *Missed Visits Report.* Both options will generate the same report.



8 The Missed Visits Report can be run for a specific time period.
It displays key details including the client name, visit date, service code, assigned clinician, and the reason the visit was missed.



HARTPENCE, DEMO

Phone:
Fax:

Service Line: HOME HEALTH

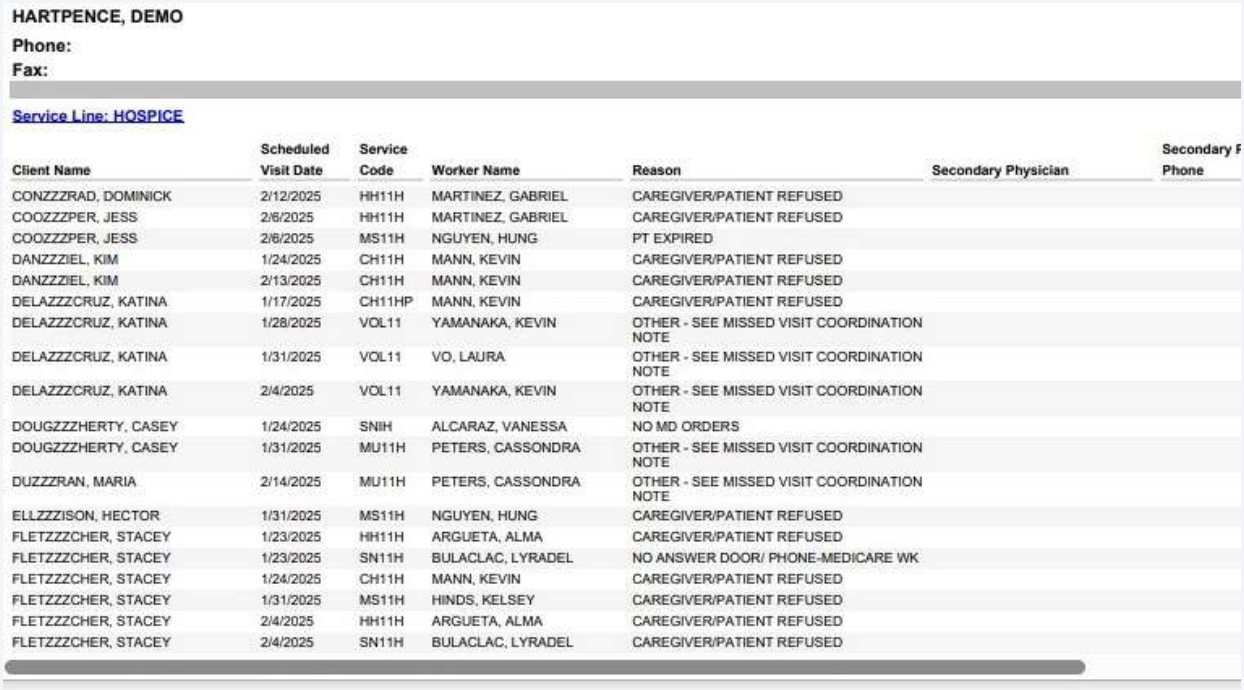
Client Name	Scheduled Visit Date	Service Code	Worker Name	Reason	Secondary Physician	Secondar Phone
WOUND, SHAUN L.	1/22/2025	HH11	PANZERI, CASSANDRA	CAREGIVER/PATIENT REFUSED	SHEESLEY, PETER B	
WOUND, SHAUN L.	2/14/2025	LPN11	NAY, TRACI	OTHER - SEE MISSED VISIT COORDINATION NOTE	SHEESLEY, PETER B	
WOUND, SHAUN L.	2/14/2025	LPN11	HARTPENCE, JAIME	PT TO BE SEEN BY CLINIC OR MD TODAY	SHEESLEY, PETER B	
WOUND, SHAUN L.	2/18/2025	RN02	HARTPENCE, JAIME	PT TO BE SEEN BY CLINIC OR MD TODAY	SHEESLEY, PETER B	

Total Number Of Missed Visits For HOME HEALTH: 4

Service Line: HOSPICE

Client Name	Scheduled Visit Date	Service Code	Worker Name	Reason	Secondary Physician	Secondar Phone
ADKZZZINS, LORENA	2/21/2025	HH11H	MORALES, CARLA	CAREGIVER/PATIENT REFUSED		
ADKZZZINS, LORENA	3/4/2025	RN10H	ANGELES, JENNYLYN	CAREGIVER/PATIENT REFUSED		
ADKZZZINS, LORENA	4/15/2025	HH11H	HAINEY, RENEA	PCS - CLIENT REFUSED		
ALLZZZISON, TONIA	1/31/2025	MS11H	HINDS, KELSEY	CAREGIVER/PATIENT REFUSED		
ALLZZZISON, TONIA	3/26/2025	RN10H	MUSNI, NIEVA LAURENS	PT IN HOSPITAL		
ALVAZZZRADO, MARLA	1/21/2025	HH11H	COLORADO, BISGERTO	PT EXPIRED		
ARNZZZOLD, ISRAEL	1/24/2025	CH01H	KIM, EL	CAREGIVER/PATIENT REFUSED		
ARNZZZOLD, ISRAEL	1/30/2025	CH11H	MANN, KEVIN	CAREGIVER/PATIENT REFUSED		
ARNZZZOLD, ISRAEL	1/31/2025	MSPRNH	NGUYEN, HUNG	CAREGIVER/PATIENT REFUSED		
ATKIZZZNSON, ETHAN	2/6/2025	HH11H	CASTREJON MORALES, EDITH	CAREGIVER/PATIENT REFUSED		
BARZZZKER, DAMIAN	2/6/2025	CH01H	MANN, KEVIN	CAREGIVER/PATIENT REFUSED		

9 Tracking missed visits over time helps ensure patients receive the care they need, supports staff accountability, and allows clinical teams to proactively address care gaps, reschedule missed visits, and maintain compliance with the plan of care.



HARTPENCE, DEMO

Phone:
Fax:

Service Line: HOSPICE

Client Name	Scheduled Visit Date	Service Code	Worker Name	Reason	Secondary Physician	Secondary F Phone
CONZZZRAD, DOMINICK	2/12/2025	HH11H	MARTINEZ, GABRIEL	CAREGIVER/PATIENT REFUSED		
COOZZZPER, JESS	2/6/2025	HH11H	MARTINEZ, GABRIEL	CAREGIVER/PATIENT REFUSED		
COOZZZPER, JESS	2/6/2025	MS11H	NGUYEN, HUNG	PT EXPIRED		
DANZZZIEL, KIM	1/24/2025	CH11H	MANN, KEVIN	CAREGIVER/PATIENT REFUSED		
DANZZZIEL, KIM	2/13/2025	CH11H	MANN, KEVIN	CAREGIVER/PATIENT REFUSED		
DELAZZZCRUZ, KATINA	1/17/2025	CH11HP	MANN, KEVIN	CAREGIVER/PATIENT REFUSED		
DELAZZZCRUZ, KATINA	1/28/2025	VOL11	YAMANAKA, KEVIN	OTHER - SEE MISSED VISIT COORDINATION NOTE		
DELAZZZCRUZ, KATINA	1/31/2025	VOL11	VO, LAURA	OTHER - SEE MISSED VISIT COORDINATION NOTE		
DELAZZZCRUZ, KATINA	2/4/2025	VOL11	YAMANAKA, KEVIN	OTHER - SEE MISSED VISIT COORDINATION NOTE		
DOUGZZZHERTY, CASEY	1/24/2025	SNIH	ALCARAZ, VANESSA	NO MD ORDERS		
DOUGZZZHERTY, CASEY	1/31/2025	MU11H	PETERS, CASSONDRA	OTHER - SEE MISSED VISIT COORDINATION NOTE		
DUZZZRAN, MARIA	2/14/2025	MU11H	PETERS, CASSONDRA	OTHER - SEE MISSED VISIT COORDINATION NOTE		
ELLZZZISON, HECTOR	1/31/2025	MS11H	NGUYEN, HUNG	CAREGIVER/PATIENT REFUSED		
FLETZZZCHER, STACEY	1/23/2025	HH11H	ARGUETA, ALMA	CAREGIVER/PATIENT REFUSED		
FLETZZZCHER, STACEY	1/23/2025	SN11H	BULACLAC, LYRADEL	NO ANSWER DOOR/ PHONE-MEDICARE WK		
FLETZZZCHER, STACEY	1/24/2025	CH11H	MANN, KEVIN	CAREGIVER/PATIENT REFUSED		
FLETZZZCHER, STACEY	1/31/2025	MS11H	HINDS, KELSEY	CAREGIVER/PATIENT REFUSED		
FLETZZZCHER, STACEY	2/4/2025	HH11H	ARGUETA, ALMA	CAREGIVER/PATIENT REFUSED		
FLETZZZCHER, STACEY	2/4/2025	SN11H	BULACLAC, LYRADEL	CAREGIVER/PATIENT REFUSED		