

Timeline	Action To Be Taken
<p>Immediately after a missed appointment</p>	<ul style="list-style-type: none"> » The staff member (typically the Patient Navigator) must notify the supervisor (the Care Coordinator). » The Patient Navigator or Care Coordinator should document the missed appointment on the Referrals/Appointments Tracking Log/Checklist. » The Patient Navigator begins to make daily telephone calls to the client for three days.
<p>After three days of multiple failed outreaches via phone</p>	<ul style="list-style-type: none"> » The Patient Navigator should continue to call the client daily for three days, and call any contacts the client provided on the Logistics for Patient Navigation/Contact Form during his or her intake. » The Patient Navigator should conduct a visit to the client's home. » The Patient Navigator does not need to wait three days to start field outreach. » The Patient Navigator should continue to conduct weekly field visits to the client's home until the client is located.
<p>After two weeks of failed outreach via phone and field visits</p>	<ul style="list-style-type: none"> » The Patient Navigator should continue to call and conduct field visits to the client's home, if necessary. » The Care Coordinator or Patient Navigator should write a letter to the client that includes: <ul style="list-style-type: none"> ○ Expression of concern about the client's well-being ○ Ways to contact your agency's STEPS staff and program <p>**The letter should <i>not</i> include any of the client's HIV-related information</p> » The Patient Navigator or Care Coordinator should conduct Internet-based searches for potential client changes, such as a change of address (e.g., intelius.com, 411.com, or zabasearch.com), prolonged incarceration (e.g., vinelink.com), or death (e.g., vitalrec.com).

Timeline	Action To Be Taken
After continued failed outreach of two sequential months	<ul style="list-style-type: none">» The Care Coordinator or Patient Navigator should write a second letter detailing the client's case may be closed.» The agency should consider the client lost to care and begin to conduct outreach for re-engagement, as detailed in the agency's outreach protocol.