



Technical Assistance Bulletin

TO: WV Birth to Three Payees, Practitioners, and Service Coordinators
WV Birth to Three Regional Administrative Units

FROM: Mel Woodcock, Policy and CSPD Coordinator
WV Birth to Three

DATE: **June 18, 2007**

ISSUE: **Missed Appointment Documentation**

The Individualized Family Service Plan (IFSP) is the cornerstone of family-centered early intervention services. It represents a collaborative partnership between the family and the early intervention team. The IFSP is also a legal document recording the WV Birth to Three System's service commitments to the child and family.

There may be times in which either the family or the practitioner is unable to meet the obligations on the IFSP due to family circumstances, illness or even weather conditions. Anytime that a Part C service cannot be provided as called for on the IFSP, there must be documentation in the early intervention record that records why the service was not provided.

If a practitioner cancels a service for any reason, the family must be given the option to have the missed appointment rescheduled at a later date. The family is not obligated to "make up" the service, but if the family chooses to have the appointment rescheduled, the appointment must be made up as soon as possible and no later than three months from the date of the originally scheduled appointment. If the family should decide not to reschedule the visit, the practitioner must document that in the child's record. If a family cancels a scheduled visit, there is no requirement to make up that visit.

The WV Birth to Three Missed Appointment Documentation form will be utilized **effective June 18, 2007** by every practitioner (including service coordinators) in the WV Birth to Three System any time an appointment has been cancelled by a family or the practitioner. The form allows you to record up to two missed appointments on the same form. The form is to be completed within 10 days of the missed appointment, and submitted to the RAU for placement in the child's record. The Missed Appointment Documentation form may be found on the WV Birth to Three website under Standard Documentation Forms.

Questions on the Missed Appointment Documentation form and process may be directed to the WV Birth to Three Technical Assistance Specialist for your region, or emailed to wvbtt@wvdhhr.org.