

**Holidays, Vacations, and Missed Visits**

**Question 1: If a regularly scheduled visit with a family falls on a national holiday, are providers required to make-up the visit?**

If a provider's regularly scheduled visit falls on New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day or Christmas Day, the provider would **not** be expected to offer the family a make-up visit. For example, if a provider sees a family every Thursday, the provider would not be expected to offer the family a make-up visit for a visit missed due to Thanksgiving.

**Question 2: If a provider misses a scheduled visit for any reason, is the provider required to make-up the visit?**

Yes, it is expected that the provider will make up the visit as soon as possible. If the provider is unable to make-up the visit within the current IFSP period, the provider must have a conversation with the family and the service coordinator to determine how the missed visit will be provided. The decision should be entered in the service coordinator's case notes in WebSPOE.

**Question 3: How are visits and consultations handled when a provider takes maternity leave?**

Prior to taking maternity leave, the provider should begin having conversations with families and service coordinators to develop a plan for provision of services while she is on leave. A plan may include a substitute provider, changing providers permanently, or make-up visits once returning from maternity leave (e.g., if only seeing a child monthly, quarterly, etc.). If substituting or changing providers, the service coordinator **must** be made aware of the change at least one week before the start date of the new provider in order to make the needed changes to the authorizations.

**Question 4: If the family misses a scheduled visit for any reason, is the provider required to make-up the visit?**

When a family misses a visit, the issue of whether or not that visit should be made up is individualized to the needs of the child and family. If a family frequently misses visits, the service coordinator should convene the IFSP team to discuss with the family why the services were missed and to determine the appropriateness of making up the services. IFSP teams should consider the impact of the missed visits on the child's progress and determine how to ensure the continued provision of services in order for the child to continue to progress towards the outcomes of the IFSP.

**Question 5: Where should providers document missed visits and plans to reschedule?**

All records of missed visits and cancellations should be documented in the child's progress notes. The progress note should include:

- The date of service,
- Why the visit was cancelled,
- Who initiated the cancellation,
- All phone attempts to reach the family to schedule visits,
- Any difficulty contacting the family, and
- The plan to reschedule the visit, if needed.