

**Cottonwood, Inc.
Policies and Procedures**

SECTION: Consumer Related
SUBJECT: Health Related Visits
EFFECTIVE DATE: July 1987

POLICY NO: 05-039
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Policy:

For consumers receiving health care coordination from Cottonwood, Inc. a Health Related Visit (HRV) form is completed for each visit to a physician, dentist, optometrist, nutritionist, OT/PT or Speech Therapy, or any other service provider that may be health-related; excluding talk therapy/counseling appointments.

Procedures:

1. Health Support (HS) staff or Nurse completes and prints the initial portion of the HRV form.
2. The health care provider may complete the remainder of the form at the time of the visit, return it to Cottonwood, Inc. by fax, or provide a computer generated record of the visit.
3. The completed HRV is uploaded to the Health Support Database by a HS Nurse, who also completes a Med Note to inform the Consumer's support team about the visit and any necessary follow-up.
4. In the event that Cottonwood does not schedule the appointment nor transport the Consumer to/from the appointment, but is informed of the appointment, it is the responsibility of HS staff to provide a blank HRV to the family/consumer to facilitate the process.