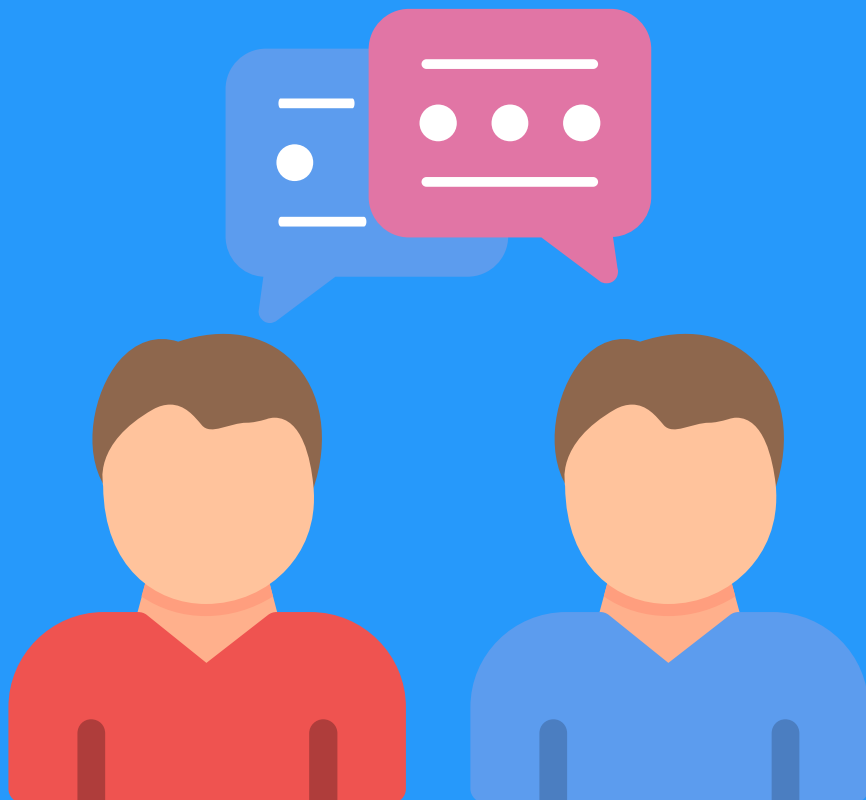


# GEOH'S FOLLOWING UP ON MISSED VISITS GUIDE

*Everything you need to know for how to follow up with your caregivers on missed visits*



G E O H . A P P



# MISSED VISITS GUIDE

Learn best practices to manage care givers, communicate when visits are missed and how to avoid paying out of pocket.

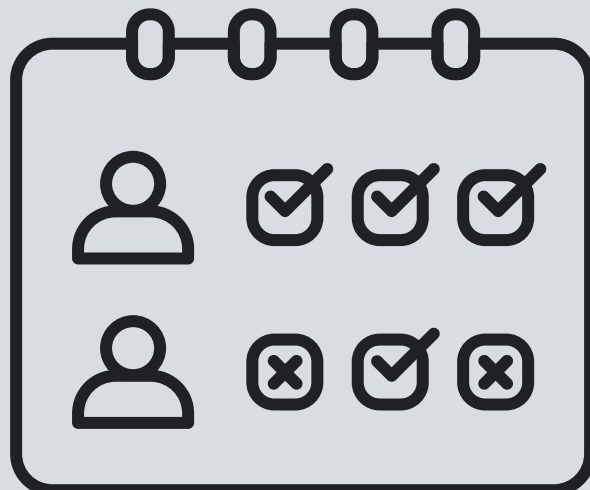
G E O H . A P P

# THE IMPORTANCE BEHIND LOGGING VISITS

A critical aspect of billing is re-assuring that you do not leave any visits as missed. Sometimes this can be accidental such as, a caregiver showing up to the visit, but not clocking in. But sometimes it can mean that the caregiver truly missed the visit.

Missed visits can lead to forgetting to bill, which in turn can leave the agency owner paying for the visit out of pocket... nobody wants that!

It is crucial to have a system in place to make sure visits never get missed.



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# 1

CHAPTER

USE GEOH FOR ANY  
MISSED VISITS

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# LET GEOH HELP YOU!

**GEOH is great for checking missed visits.**

**GEOH has a worklist you can check everyday to see if any visits are missed. Make a habit of checking your work list for missed visits in the morning. GEOH has a team ready to help you take care of billing, scheduling and so much more!**





# 2

CHAPTER

## REVIEW YOUR RECORDS

GEOH.APP

# REVIEW YOUR RECORDS

Take some time to review your records and see if there are any missed visits from the past. Sometimes, you might have forgotten to bill for a visit. Look at the past week and catch up on any missed visits.







# 3

CHAPTER

CONTACT THE  
CAREGIVER

GEOH.APP



## **COMMUNICATE WITH THE CAREGIVER**

Reach out to the caregiver to get a complete understanding of how or why this visit was missed. No one wants to be accused of something, so the best practice is to reach out. Sometimes it can be a misunderstanding or an emergency came up.

# Try to communicate with your caregivers the best way that works for them



Text your caregivers to follow up on shifts. Text them to follow up on missed visits.



Call them, its best to read tone of voice over the phone if in person is not an option



Use the GEOH to send notifications before shifts. GEOH reminds caregivers before their shifts

GEOH

# 4

CHAPTER

CREATE HABITS

GEOH.APP

# MAKE IT A HABIT

Finally, the key to avoiding missed visits is to make it a habit. Set aside some time each day to ensure that all visits are accounted for. You will need to call any caregiver who missed a visit and find out what happened. Along with verifying with the client and getting a signature that they were actually there. (This will help you in case of an audit.)



# WHAT DOES MY HABIT LOOK LIKE?

We recommend setting aside 30 minutes to follow up on any missed visits every morning. This will keep your agency running smoothly and keep you from paying extra out of pocket!



We hope you find these tips  
and printables helpful for  
running your agency! We have  
hope that great things are in  
store for your agency, and if  
you ever need help remember  
we here at GEOH are here for  
you!

- The GEOH team



**"There is nothing impossible  
to they who will try.**

Alexander the Great





# YOU CAN DO THIS!

Questions? Ask us here: (317) 455-3218

Q U E S T I O N S ?

[GEOH.APP](https://www.geoh.app)