FOLLOW-UP CONTACT

I. Policy Summary

The Vision Rehabilitation Specialist (VRS) must complete follow-up contact with Older Individuals who are Blind (OIB) clients to maintain a relationship, ensure any adaptive aid(s) is benefiting the client, and ensure the necessary services are received.

II. Procedures for Follow-up Contact

- The VRS must contact the OIB client via telephone or home visit within one to two weeks (7-14 days) after an adaptive aid is issued to ensure the adaptive aid(s) is benefiting the client, answer any questions and/or address any vision problems the client is experiencing.
    - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.
- The VRS must follow-up with the client monthly (30 days) via telephone call or home visit after the first follow-up phone call or home visit after the adaptive aid(s) was initially issued unless another month has been mutually agreed upon (no longer than 3 months). This must be documented in AWARE ND.
- The procedures must be followed each time a device is given to an OIB client until goal closure to ensure the client is benefiting from the adaptive aid(s), answer any questions and/or address any vision problems the OIB client is experiencing.
    - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.
- If a client states that he/she will be on vacation when follow-up should occur, the VRS must document in AWARE ND when the client will return and call him/her at the next available opportunity.
- If a client does not reside in North Dakota all year ("snowbird"), the VRS must still try to follow-up with the client. If the client is experiencing difficulty, the VRS may need to refer him/her to the local OIB program where he/she resides.

III. Procedures for Individuals who are Unreachable

- The VRS must have a signed *Authorization to Disclose Information* (SFN 1059) to talk to anyone other than the OIB client. The VRS must file the *Authorization to Disclose Information* in the hard copy file.
- If the VRS attempts to contact the OIB client but speaks with the client's spouse, significant other, guardian, or contact person listed on the OIB application and it is stated that everything is going well the VRS must follow-up in one month.
    - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.
- If you leave a message or there is no answer you should attempt another follow up call within one week (seven days). After three unsuccessful attempts to contact the OIB client (or anyone who has a signed *Authorization to Disclose Information* in place) the VRS must send a letter or, the VRS must make a drop-in visit within one month (30 days) of no return phone call from the OIB client.
    - The VRS must document the attempted contact in AWARE ND to include all pertinent data such as the date, and, if applicable, who the VRS spoke with and a summary of the phone call or home visit within 14 days.

IV. Procedures for Individuals with an/any Open Goal(s)

- The VRS must contact the client once per month (30 days) until all goals have been closed. This may be done via telephone call or home visit.
    - The VRS must document the contact in AWARE ND to include all pertinent data such as the date, who the VRS spoke with, and a summary of the phone call or home visit within 14 days.

V. Procedures for Clients who have met Goal(s)

- Follow the Case Closure.docx .

Note**:** Some items do not necessitate a one to two week follow-up. Examples of these items include, but are not limited to:

- Large print calendars
- Guides (signature, check, etc.)
- Batteries
- 20/20 pens, bold-lined paper, etc.
- Hobby equipment such as: cards, crossword puzzles, needle threaders, etc.

If you have questions, please contact the Central Office.