Client Waitlist Procedure
All Programs

Policy and Procedure

Subject	Number	Date Issued	Date Revised	Date Effective
Client Waitlist Procedure	T0017_ALL	4-1-2015	4-1-2016	4-15-2016

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Purpose: The Client Waitlist Procedure outlines the steps and communication for adding, managing, and informing clients when they are added to the waitlist.

Policy: Bright Heart Health will add clients to the waitlist when a group or other service is not available. Intake staff will communicate with the client and manage the waitlist.

Procedure(s):

1. Client meets enrollment criteria but no group is available to add them either due to schedule, group size limitations, or other capacity limitation.
    a. Add client to the Care Coordination document and specify their availability.
    b. Add waitlist to the start date column to inform clinical this client is on the waitlist
    c. Communicate with the client about the waitlist and let them know we will communicate with them weekly, if not more frequently, about their waitlist status.
    d. Begin working with staff to determine if a group is available.