

Failed Visit Report

There is a failed visit report available for Babies First and CaCoon clients.¹ These two reports show scheduled visits with Babies First or CaCoon clients that failed to occur. These are sometimes referred to as “no show” visits or “not at home” visits.

Any visit within the report’s date range that has the selection “8 - CLIENT NOT HOME / FAILED VISIT” saved in the “Location” field on Visit Tab 3 will show up on this report.

Failed visits remain in the database and may be viewed onscreen, but they are not included on any ORCHIDS Crystal Report except a Failed Visit Report. If a visit shows up on this report in error, that is, the visit actually did occur, then data entry should be corrected. Deleting the selection “8 - CLIENT NOT HOME / FAILED VISIT” from the “Location” field on Visit Tab 3 will cause the visit to disappear from the Failed Visit Report and to appear on the other reports that reflect actual service delivery to clients. (Remember that changes in the database normally show up the following day on your reports.)

Some agencies do not record their failed visits. Failed Visit Reports will be blank for these agencies.

The following two pages show an example of a CaCoon Failed Visit Report. The first version shows the report as it appears onscreen. The second version contains descriptions of what each field on the report means. The Babies First Failed Visit Report and the CaCoon Failed Visit Report contain identical fields.

¹ FamilyNet ORCHIDS does not collect failed visits for MCM or MOP clients.

CaCoon Failed Visits

Agency: Deschutes CHD
Visits From: 6/30/1930 To: 11/11/1930
Staff: Nurse, HomeVisiting

Clients: 2

Failed Visits: 4

Client	State ID	Local ID	Visit Date	Visit Time
CaCoon, Client1 Date of Birth: 3/23/1930	3538430	25844237	11/11/1930	30 Minutes
CaCoon, Client1 Date of Birth: 3/23/1930	3538430	25844237	7/15/1930	1 Hour
CaCoon, Client3 Date of Birth: 5/11/1930	3538432	9355562	8/31/1930	1 Hour 45 Minutes
CaCoon, Client3 Date of Birth: 5/11/1930	3538432	9355562	6/30/1930	45 Minutes

CaCoon Failed Visits

Agency: Deschutes CHD
 Visits From: 6/30/1930 To: 11/11/1930
 Staff: Nurse, HomeVisiting

Clients: 2
Failed Visits: 4

During the date range of this report, this nurse recorded 4 failed visits for 2 clients. The visits were entered into FamilyNet ORCHIDS with Location "8" on Visit Tab 3.

Client	State ID	Local ID	Visit Date	Visit Time
CaCoon, Client1 Date of Birth: 3/23/1930	3538430	25844237	11/11/1930	30 Minutes
CaCoon, Client1 Date of Birth: 3/23/1930	3538430	25844237	7/15/1930	1 Hour
CaCoon, Client3 Date of Birth: 5/11/1930	3538432	9355562	8/31/1930	1 Hour 45 Minutes
CaCoon, Client3 Date of Birth: 5/11/1930	3538432	9355562	6/30/1930	45 Minutes

The state ID number is the unique identifier for the client in FamilyNet ORCHIDS.

The local ID number is the unique identifier for the client in a database maintained by the local agency.

This is the date of the scheduled visit that did not occur.

The amount of time the nurse recorded for the visit. Local agencies follow different policies regarding the use of this field. For example, some agencies do not use this field at all. Many agencies use this field for actual visits that occurred and for failed visits. In some agencies driving time is included in the time recorded in this field.

Report created on: 3/7/2012

Report reflects all data entry completed as of the previous day.