

## **VCH Outreach Team Lost to Care Protocol**

---

1. Verify if client has other open referrals in EMR and PARIS, if so, read the most recent case notes and contact the agency. Verify when the client was last seen by other PARIS team.
2. Check Care Connect to see if the client is in hospital/view any recent encounters, lab work, or other information that can assist to locate client. When client has been seen frequently at ER, contact the ER SW and coordinate a plan for client's next visit.
3. Verify if client has MSP coverage, if not client could possibly be out of province; verify that address on HealthNet matches with PARIS or Care Connect.
4. Contact Vancouver Jail to determine if the client is incarcerated.
5. Search the Court Services Online website to see if client has upcoming court date. If so, see step 6.
6. Contact Vancouver Probation and see if client is on probation. If so ask Probation Officer working with client to contact clinic/team.
7. Call Missing persons and check if a report has been filed.
8. Send a letter to the last known address. In the case that the MSP, PARIS and Care Connect do not match, send letters to all listed addresses.