



Tip Sheet: Re-Engaging Patients After Therapy Lapses (PT, OT, ST)

Connecting with patients to facilitate their return to care after they pause or stop physical, occupational, or speech therapy (PT, OT, ST) is key to achieving optimal health outcomes, especially for young children. These best practices can help reconnect and motivate patients, supporting their re-entry into services.

1. Communicate Thoughtfully

- Personalize outreach (call, text, or email).
- Highlight patient goals and progress:
» *"We saw great improvement in your child's speech development – let's keep it going."*

2. Understand Barriers

Ask open-ended questions to identify challenges and offer solutions:

- Transportation issues: Advise patients that Community First offers Medicaid and Medicare patients no-cost transportation to scheduled appointments through [SafeRide Health](#). Providers can also help [schedule transportation on a patient's behalf](#).
- Scheduling conflicts: Offer after-hours, weekend, or telehealth appointments, if available.
- Confusion about coverage, cost-sharing, or referrals: Advise patients to call Community First Member Services or send a message through the [Member Portal](#) to understand their plan benefits.

3. Reinforce the Value of Therapy

- Remind patients how continued therapy supports independence and long-term health.
- Share measurable progress or missed milestones:
» *"Completing your plan of care can help you regain full function and avoid setbacks."*

4. Make It Easy to Come Back

- Offer a simple rebooking process (i.e., direct scheduling link or quick call).
- Confirm insurance/authorization details in advance.

5. Coordinate with Referring Providers/Care Team

- Communicate with their Primary Care Provider or Community First Service Coordinator/Case Manager if engagement is low.
- Request updated referrals if needed.

6. Re-Onboard the Patient

When they return:

- Reassess current status and update goals.
- Acknowledge the gap without judgment.
- Reset expectations and create a clear, achievable path forward.

7. Prevent Future Lapses

- Schedule visits in advance whenever possible.
- Use appointment reminders (text/email/call).
- Check in frequently on barriers to or concerns about care.
- Build strong patient-Provider relationships to improve adherence.

Ongoing communication and provider support help patients stay engaged in therapy and maintain or improve independence. As their therapist, your relationship and follow-up outreach play a key role in helping patients achieve the best possible health outcomes.

