



## No Show Policy

An appointment “no-show” (NOS) is defined as any scheduled appointment for which the patient either:

1. Does not come to the scheduled appointment.
2. Does not give more than 24 hour notice of cancellation for the appointment.

For all established patients, the first scheduled appointment that is no-showed will not be penalized.

For all established patients, the second scheduled appointment that is no-showed will result in a fee equivalent to the amount of the normal visit rate.

If a patient no-shows for 2 sessions in a year, no other sessions will be scheduled. Referrals to other community mental health providers will be given

In some cases, patients who fail to engage in treatment may be referred to outside providers permanently.

This policy has been adopted with the intent of utilizing our mental health resources in the most efficient and effective way with the goal of providing quality mental health services. We understand that circumstances arise occasionally that make it difficult to keep appointments and/or give adequate notice of a cancellation. However, due to high demand of services, we are also committed to taking measure to ensure that we reach as many patients as possible.