



### **No-Show/Late Cancellation/Late Arrival/Noncompliance with Treatment Policy**

No-shows and late cancellations are very disruptive to your clinician's schedule. Below are the policies and procedures that we have implemented regarding these situations. **No-show** is defined as missing an appointment **without any** prior notification.

#### **No-show (New Clients)**

New clients who no-show for their first appointment will not be automatically rescheduled. Consideration of extraordinary circumstances with proper documentation will occur on a case by case basis by the intake coordinator. If the new client initiates a phone call requesting to be rescheduled after their first no-show, they will be returned to the waiting list. If the new client no-shows for an intake a second time, they will not be rescheduled and will have to seek services elsewhere. Arriving more than 15 minutes late is considered a no-show for an intake appointment.

- This policy will be described in detail by the intake coordinator with the client when the appointment is scheduled along with associated no-show/cancellation fees.
- New clients will read and sign the Catholic Counseling Service No-show/Cancellation/Late Arrival/Noncompliance with Treatment Policy as part of their first appointment paperwork.
- Clinicians will also discuss this policy at intake.

The no-show fee is \$15.00.

#### **No-Show (Existing Clients)**

1. After the **first no-show**, the client will consider current clinical issues with the client's no-show, and choose as to whether or not to speak with the parent/caregiver or client upon their next visit.
2. After the **second no-show**, the clinician will then consider the current clinical issues with the client's no-show, and choose as to whether or not to speak with the parent/caregiver or client upon their next visit or to discharge the client.
  - If the clinician chooses to discharge the client, the clinician will complete a termination letter that outlines that the no-show policy has been violated and that the case is to be closed. The letter will also discuss the importance of closure to the therapeutic process

and will request that the client contact the clinician as soon as possible to schedule a final session.

- In the final session, the clinician may choose to 1) discharge, or 2) make an exception based on the circumstances. If an exception is granted, the client must then sign an attendance contract with the clinician.

The no-show fee is \$15.00.

**Late Cancellations**

Clinicians may choose to discharge clients secondary to repeated/excessive late cancellations. Less than 24 hours advance notice of cancellation will be considered a no-show. The procedures toward discharge listed above will be followed by the clinician.

The late cancellation fee is \$15.00.

**Noncompliance with Treatment**

Clients who have been absent for greater than 30 days from treatment may also be considered for discharge. The procedures toward discharge listed above will be followed by the clinician.

**I(we) have read and understand this policy:**

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**Signature(s)**

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**Print Name(s)**

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**Date**