

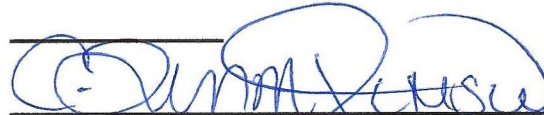
NO SHOW APPOINTMENTS

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Revision Date:

Approved by:


Cynthia R. Finnegan, LMSW

POLICY

It is the policy of Motor City Center for Hope, LLC, to address no call/no show appointments as they occur.

PURPOSE

Due to increased need of therapeutic services and waiting lists being implemented in all locations, it is important to decrease no show/no call appointments.

PROCEDURES

This policy will be uploaded to each client's portal for their ongoing review.

If a client is scheduled with a clinician and needs to cancel for any reason, we respectfully ask that they contact the assigned clinician prior to appointment time.

If a scheduled client does not show up for scheduled appointment nor contacts clinician in advance, it will be considered a no call/no show appointment. If they cannot reach the assigned clinician, they can call our main number at (313) 694-3886 and leave a message.

In the case of a no call/no show appointment, the client will automatically be removed from the schedule and any recurring appointments will be immediately cancelled.

Once client is removed from the schedule due to no call/no show, someone from the waiting list may be placed in the newly opened time slot. If the original client wishes to return, he/she may contact the front desk to schedule another appointment. However, we cannot guarantee immediate availability, nor can we guarantee he/she will be assigned the same clinician. If no appointments are available, he/she will be placed at the bottom of our waiting list.

No call/no shows will be documented by the clinician and client attendance will be closely monitored by management. Clients who miss three or more appointments without calling to notify clinician will not be allowed to return to the agency unless they provide proof of significant extenuating circumstances (i.e. client was incarcerated, client was hospitalized, client experienced a death in the family, etc.).