

THIS IS ONLY A SAMPLE
PLEASE WRITE YOUR OWN BASED ON THE SPECIFIC NEEDS/SITUATION
OF YOUR PRACTICE

Behavioral Health
Policy on “No-Shows”

1. If a member fails to show for a scheduled appointment, he/she will be contacted within 24 hours of the original appointment and asked if he/she would like to reschedule. If the member does not wish to reschedule, inquire if they would like to speak to their treating practitioner. If the member still does not consent, this information is given to the treating practitioner for follow-up.
2. The practitioner will follow-up with the member within 24 hours or immediately if the client is judged to be at risk of harm to self/others and/or whose functioning will be seriously compromised if immediate follow-up is not initiated.
3. A member who fails two consecutive appointments may be discharged at the discretion of the treating practitioner or Director of the practice.
4. All telephone calls with the member will be documented in the progress notes and signed by the staff member making the call. This applies to missed appointments.