

Attendance Policy

ATTENDANCE POLICY

If you cannot attend your scheduled appointment, please contact your therapist as soon as possible. Contact your therapist by phone, email, or through the Client Portal. We ask for at least 24 hours' notice if you need to cancel or reschedule.

We offer automated appointment reminders as a courtesy. However, technology is not foolproof. Clients are responsible for attending scheduled appointments, whether or not a reminder has been received.

DEFINITION OF A MISSED APPOINTMENT

Missed appointments include:

1. **Late Cancels** - Cancelling with less than 24 hours' notice.
2. **No Shows** - Not showing up for a scheduled appointment.
3. **Late Arrivals** - Arriving 15 minutes or more after your scheduled appointment time.

MISSED APPOINTMENT FEE

There is a charge for missed appointments. This fee is your responsibility. We cannot bill insurance for missed appointments.

As of 1/1/2023, the fee for missed appointments is \$75, which is due before your next appointment. This fee is subject to change, with advance notice.

(Medical Assistance clients are not subject to this fee, per federal regulation.)

"THREE STRIKES"

Missing 3 appointments within a 6-month period or missing 2 appointments in a row will result in discharge from services. We understand that there are occasionally unexpected circumstances such as an accident or illness that interfere with keeping an appointment, which is why we allow up to two missed appointments in a 6-month period.

REASON FOR POLICY

The staff at Campbell Psychological Services are committed to providing you with professional, compassionate, quality mental health services. Our attendance policy is in place for many reasons:

- Making progress in therapy depends on regular appointments. Even with the best of intentions, if you are not regularly attending appointments, you are unlikely to see the changes you hope for.

- We have a limited number of openings and do not double book appointments. A scheduled appointment means that time is reserved only for you. Missed appointments do not allow us to offer that time to someone else.
- We are unable to bill insurance for cancelled or missed appointments, which means your therapist does not get paid in full (or at all) for their time.

I have read and understand the Attendance Policy.

- I understand it is my responsibility to notify my therapist as soon as possible, if I am unable to attend my scheduled appointment.
- I understand the fee for missed appointments is my responsibility and must be paid before my next appointment.
- I understand that repeatedly cancelling or missing appointments will result in discharge from Campbell Psychological Services