

Beginning July 1, 2024

NEW: No Show/Late Cancellation Policy
for Counseling Services

Description: “No Show” shall mean any patient who fails to arrive for a scheduled appointment. “Late Cancellation” shall mean any patient who cancels an appointment less than 24 hours before their scheduled appointment.

Policy: It is the policy of the practice to monitor and manage appointment no-shows and late cancellations. Great Lakes Counseling and Wellness Center’s goal is to provide excellent care to each patient in a timely manner. If it is necessary to cancel an appointment, patients are required to call or leave a message **at least 24 hours** before their appointment time. Notification allows the practice to better utilize appointments for other patients in need of mental health services.

Procedure:

I. A patient is notified of the appointment “No-Show/Late Cancellation Policy” at the time of intake. A copy of the policy can and will be provided to patients at their request.

II. **No Show:**

- Not showing for your scheduled appointment will result in the removal of any future appointments already on your clinician’s schedule.
- You may call the office to be placed at the end of the agency’s wait list, however, you are not guaranteed to be scheduled with the same clinician.

III. **Late Cancellation:**

- A second late cancellation will result in the removal of any future appointments already on your clinician’s schedule and you will need to call the office to reschedule, if there is availability, or be placed at the end of our wait list until availability arises.

Patient/Guardian Signature

Date

Printed Name