

COMPASSIONATE BEHAVIORAL HEALTH

No-Show/ Late Cancellation Policy

Compassionate Behavioral Health is dedicated to providing our clients high-quality mental health care. In order to best serve our clients, Compassionate Behavioral Health has implemented a “No-Show” policy.

What is a “No-Show?”

A no-show is any scheduled appointment which the client did not attend or cancelled less than 24 hours before the appointment.

Impact of No-Show Appointment

It is our goal to ensure that our clients are able to schedule follow-up appointments within a reasonable amount of time. When a client does not show up for an appointment, people on the waiting list are not able to utilize that time slot, and the provider’s time is not utilized. This results in longer wait times for everyone.

Compassionate Behavioral Health

- **(612) 429-6714** at least 24 hours in advance. This allows us time to contact people who are on the waiting list. You can leave a message on the general voicemail if necessary.
- If you are unable to give 24 hours’ notice, please give a courtesy phone call as soon as you become aware that the appointment needs to be cancelled.

Consequences of No-Show Appointments

Compassionate Behavioral Health makes a commitment to provide you with mental health care; we need the same commitment from you. If you do not attend your appointments, we cannot provide the high quality of care that we are invested in giving.

We will notify patients after each missed appointment. We understand that things come up and see to accommodate unforeseen life events. If you consistently miss appointments your provider may discharge you from care and refer you to another facility. It is our desire to provide safe and effective care. Failure to attend appointments negatively affects treatment outcomes and can even be dangerous.

*Effective December 1st, 2023:

- a patient that no shows to a medication management appointment, initial or follow up, will be charged a \$25 no show charge.
- A patient that no shows to a therapy appointment, initial or follow up, will be charged \$85 no show charge.
- If a patient is more than 15 minutes late to any appointment, they will not be seen.

Patient Signature: _____ Date: _____

Patient Printed Name: _____