



913 W. Holmes Road, Suite 143 Lansing, MI 48910 Ph (517)667-0061 Fax (517)507-4888

Nicole Dingwell, LMSW CAADC CSAT CSOTS

Bob Clark, MA LPC

Jessica Perry, LMSW

Amy Hines, MA LLP LMSW

Amie Pierce, LPC CSOTS

Ron Penfield, LMSW

Stacy Piper-Harris, LLPC CSOTS

Alice Williams, LMSW

Dave Ware, LMSW

## Attendance Policy

### Definitions of Problematic Attendance

- **No-Show** - Failing to attend a scheduled appointment without notifying the clinic
- **Late Notice Cancellation** - Canceling an appointment without a minimum of 24 hours notice to allow use time to fill the missed appointment slot
- **Arriving Too Late to Be Seen** - Arriving greater than 15 minutes late for a scheduled appointment. Being excessively late for an appointment creates problems for those who are scheduled after you.

Initial

All the above will be treated the same.

Most importantly, regular attendance at scheduled follow-up appointments is crucial for the success of your treatment.

- Additionally, missed appointments complicate access to the clinic for others and place our ability to continue to provide services in jeopardy.

GPS is a non-profit organization and while our goal is not financial gain, the clinic must pay for itself. Missed appointments cost our facilities thousands of dollars annually and ultimately may prevent us from providing services at their current levels in the future.

- We require a minimum of 24 hours notice prior to any canceled appointment.

This allows us time to fill the appointment slot to maximize access to our clinic.

- Failure to provide 24 hours notice prior to missing a scheduled appointment, no-showing for scheduled appointments, or arriving too late to be seen will be treated the same.
- We have a very strictly enforced policy that 2 no-shows, late notice cancellations, and/or late arrivals can be reason to terminate treatment.

We understand that occasionally unforeseen events prevent people from attending their appointments, which is why we allow for

- 1 no penalty missed appointment during a 6 month period.

We will make every effort to work with you to schedule appointment times/days that are easiest for you to attend and contact you with appointment reminders. In the event this occurs, however, no exceptions will be granted to this policy. initial

**Medicaid/Healthy Michigan**

After a missed appointment as defined above, Healthy Michigan (Medicaid) clients will be removed from their current appointment time and moved to a waiting list with their therapist in order to be rescheduled at the earliest convenience of the therapist who manages their schedule. \_\_\_\_\_initial

**Commercially Insured Clients**

No Attendance fee for missed appointments as defined above \$30 \_\_\_\_\_initial

I understand it is my responsibility to contact my therapist directly (not at main number) at (ph) \_\_\_\_\_ in order to cancel or reschedule my appointment with minimum 24 hours notice or I will either be charged a no show fee (commercial insurance holders and self pay) or removed from my therapists current schedule and placed back on when there is an opening (Healthy Michigan).

I understand that GPS and my therapist set aside this time for me specifically and expect that I will attend regularly. Upon my second missed appointment as defined above I may be discharged from the clinic altogether at the discretion of my therapist and I may not be able to secure another appointment with anyone at GPS.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Therapist

\_\_\_\_\_  
Date