



Appointment Policy and Agreement

Scheduling an appointment serves as a reservation of time when we work with you in reaching your treatment goals. We are a team, so your regular attendance and active participation are important. Unfortunately, late arrivals for appointments prevent us from providing the highest quality care possible. Also, we are unable to refill prescriptions if we do not see you on a regular basis because of “no shows” and if you do not complete necessary laboratory work.

Please see below for the appointment guidelines which will assist you in receiving the highest quality of service and allow us to provide such service:

1. I agree to call and cancel appointments at least 24 hours in advance, or the day before any scheduled appointment that I cannot keep. Any appointment canceled on the day of that appointment, or that I am not present for at the start time of the appointment, will be considered a “no show.” *Emergencies will be taken into consideration.*
2. I agree to arrive on time for my appointments. I understand that late arrival may prevent me from being seen by a provider due to time constraints in which case I would need to reschedule my appointment. This may count as a “no show.”
3. I understand that subsequent no shows for medical provider appointments may result in no further scheduled appointments. If that happens, I will have the option to walk in and wait for a provider to see me and I understand there is no guarantee that an opening will be available with my preferred provider and/or that I will not have a long wait.
4. I understand that no further prescription refills will be available until I am seen in person by a provider.

Our mission is to promote wellness through behavioral health care services. Your health and safety are essential, and we are committed to be your provider of choice.