

BEHAVIORAL HEALTH PROGRAM

NO-SHOW/NO CALL/CANCELLATION POLICY

It is vital to your or your child's treatment that he or she keep all scheduled appointments and that arrival is on time.

Our appointment slots are limited and in very high demand, therefore, we expect notification at least twelve hours (12 Hours) in advance if an appointment cannot be kept.

We understand that "life happens" and an appointment could be missed without notice, however, we believe this should be the exception and not the norm. Please make yourself aware regarding the following policy.

There is a \$50 charge for no show or cancellation within 12 hours of your scheduled appointment.

1. First missed appointment without 12 hour notice = **\$50.00 charge**
2. Second missed appointment without 12 hour notice = **Warning Letter and \$50 charge for missed visit**
3. Third missed appointment without 12 hour notice or no notice = **Potential dismissal from NCS Behavioral Health Program and referral to an outside provider or agency.**

I understand and accept this policy

Signature _____ **Date** _____