

Policies & Procedures

NO-SHOW POLICY

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POLICY

When clients fail to show up for their appointments without notifying DBH in advance, it is costly and prevents other people from receiving our services. We consider it a no-show if the client:

- Does not present for the appointment, or
- Fails to cancel their appointment the day before the visit

If a client calls in sick on the day of their service, it will be marked as a cancellation.

If a client is unable to attend a scheduled appointment, they must call 801-773-7060 to notify Davis Behavioral Health of the intended absence 24 hours in advance.

MENTAL HEALTH NO-SHOW PROCEDURE

If a no-show occurs:

- One no-show will result in a verbal discussion between the therapist and client/parent during or before the next scheduled appointment.
- Two no-shows, in a two-month period, or a pattern of inconsistent adherence to treatment recommendations, will result in modifying treatment recommendations and may include a break from all services.
 - Prior to resuming treatment, the therapist or designee will have a clinical discussion with the client about treatment (what it is, active goals the client will work on, commitment, etc.)
 - If a client no shows two times within a two-month period, the

provider may add their name to their DO NOT SCHEDULE list in Credible, for support staff to reference when clients call in to schedule appointments.

- Client may receive a no-show fee of \$25.

To ensure that we can provide appropriate and consistent services for all individuals and families, we request that clients make every effort to attend all scheduled appointments.

This policy does not apply to clients on civil commitment.

Late Arrivals

Medical Evals and Follow-up Appointments: If a client is more than 15 minutes late for their appointment, they may be asked to reschedule. The prescriber or medical assistant will speak with the client to ensure there's no immediate risk and assist them in rescheduling the appointment.

Mental Health Therapy appointments: If a client is more than 30 minutes late for their appointment, they may be asked to reschedule. If less than 30 minutes late, the provider must see them for the remainder of their scheduled time.

Mental Health Evaluations: if there are at least 30 minutes left in the appointment block, the provider will start the evaluation or do a risk assessment with the client.

Substance Use Therapy Appointments: if a client is more than 15 minutes late for their appointment, it will be considered a no-show. Please refer to the DBH Substance Use Treatment Attendance policy.

*If the provider's schedule allows for them to see the client (the next appointment hasn't arrived or is open) the provider may choose to see the client.

*Providers are responsible for letting their clients know when an appointment needs to be rescheduled due to their being late.