

The Center for Health Care Services Missed Appointment Policy

Welcome to The Center for Health Care Services. We appreciate the opportunity to partner with you during your journey toward wellness and health! The Center is committed to providing you with the best care possible, and look forward to working closely with you on meeting your needs.

In order to ensure you receive the best care possible, The Center asks that you understand the following:

- You and your treatment team will work together to develop a recovery plan. Please follow the plan as written.
 - This may include taking your medications as prescribed by your medical providers, participating in services recommended by your treatment team, and working with your treatment team who may visit you in the clinic or at home to provide services.
 - If at any point you do not agree with the recovery plan, please let your treatment team know what you would like to be changed.
 - If at any point you do not understand any aspect of your recovery plan, please let your treatment team know so that they may be able to explain the plan or answer your questions.
- Please cancel or reschedule appointments at least 24 hours in advance.
 - If you “no show” (miss your appointment without the advance notice), or cancel/reschedule less than 24 hours in advance **two times within a 3-month period**, you will not be given another appointment. Instead, you will have to come in to the clinic as a “walk in” which does not guarantee a visit with any of the medical providers. “Walk in” status may continue until **an appropriate pattern of usage has been demonstrated, successfully participating in 3 consecutive face-to-face appointments within a 30-day period.**
 - If you are late, the same applies. You will need to present as a ‘walk in.’
 - **Medication requests must be made 4 business days in advance to allow for the necessary authorizations to be made by your insurer and for the pharmacy to fill the medication.** All medication requests will be reviewed by Center medical staff to determine appropriateness.
- Complete periodic lab monitoring which may include urine screens to ensure that your medication is working safely for you.
- Co-payments and Monthly Ability to Pay (MAP) fees may apply to the services you receive. Please make sure you understand what fees, if any, may pertain to you. If you have any questions, please ask and we will be happy to assist you.
- Allow your voice to be heard. Share what you need and want, but please do so in a way that is respectful. We want to do what is best for you; you are part of the team and we need to know any concerns or questions you may have.

This is an agreement between you and The Center for Health Care Services. Remember, if you do not abide by the above agreement, you may not be eligible for services.