

# TeeJuh Counseling Appointment Policy

## **POLICY**

It is the policy of the practice to monitor and manage appointments, no-shows, and late cancellations. "Teejuh," Behavioral Program & Counseling Services' goal is to provide excellent care to each patient promptly. If it is necessary to cancel an appointment, patients are required to call or leave a message at least 24 hours before their appointment time.

Notification allows "OUR," practice to better utilize appointments for other patients in need of prompt medical care.

## **PROCEDURE**

### **I. Policy:**

Our patient will be notified and offered, at the time of scheduling their appointment, the following policy, identified as "Teejuh's," No-Show, Late, & Cancellation Policy." Once the patient has reviewed and understood the following policy, the patient will be presented for his/her signature; See "Patient Acknowledgment FORM for Appointment Cancellation Policy" (Exhibit A).

### **II. Established Patients:**

a. Patients are asked to arrive at their appointments before their scheduled appointment time, which is identified by our clinic's "15-minute rule." This will allow enough time for the registration process to be completed before the actual appointment time.

b. An appointment must be canceled at least 24 hours before the scheduled appointment time.

c. In the event a patient arrives late as defined by "late arrival," to their appointment, and cannot be seen by the provider on the same day, they will be rescheduled for a future clinic visit, if available. If appointments are not yet available for their provider, a reminder will be placed for the patient to call to make a future appointment once the schedule opens.

d. In the event a patient has incurred three-(3) documented "no-shows, no calls," and/or "same-day cancellations," the patient may be subject to dismissal from "Teejuh's," Behavioral Program & Counseling Services. The patient's chart will be reviewed, and dismissals are determined by the physician only, with no exceptions, per "Teejuh's," Behavioral Program & Counseling Services guidelines.

### **III. New Patients:**

- a. Patients are asked to arrive at their appointments before their scheduled appointment time, which is identified by our clinic's "30-minute rule." This will allow enough time for the registration process to be completed before the actual appointment time.
- b. An appointment must be canceled at least 24 hours before the scheduled appointment time.
- c. In the event of "no-shows, or, no-calls" Teejuh Behavioral Program & Counseling Services may require a new referral sent from the referring physician.
- d. In the event, a patient arrives late as defined by "late arrival," to their appointment, and "Teejuh," Behavioral Program & Counseling Services reserves the right, to request a new referral sent from the referring physician.
- e. In the event of three-(3) documented "same-day cancellations," the patient may be subject to dismissal from "Teejuh's," Behavioral Program & Counseling Services. The patient's chart will be reviewed and dismissals are determined by the physician only, with no exceptions, per "Teejuh's," Behavioral Program & Counseling Services guidelines.

#### **GRACE PERIOD**

A period of "15 minutes," will be permitted for unforeseen delays for their appointment. A patient may encounter traveling problems to the clinic, due to weather, road conditions, and/or other areas, like internet connectivity issues. If a patient arrives or connects by internet by more than "15-minutes," late for their appointment, the patient will be given the option of either being seen, "if the schedule permits," or rescheduled for a later date. This process will ensure patients that who do arrive on time, are seen in a timely manner.

We understand that situations such as emergencies occasionally arise. These situations will be considered on a case-by-case basis.