



Monterey County Behavioral Health Policy and Procedure

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| Policy Number | 407 |
| Policy Title | Cancellation/No Show |
| References | Policy No. 409 Case Closing |
| Form | None |
| Effective | September 8, 1986 Revised: October 8, 1995 Revised: October 9, 1997 Revised: October 1, 2008 |

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1 **Policy**

1 Frequent cancellations or failure to keep appointments may seriously interfere with effective
2 treatment. For that reason, services may be discontinued if appointments are regularly missed.

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1 **Procedure**

1 1. Consumers should be notified at their initial contact that a minimum of 24 hours advance notice
2 is requested if the consumer wishes to cancel an appointment.

1 2. Occasional cancellations with reasonable explanations are allowed.

1 3. Repeated cancellations and “no shows” without sufficient cause are to be discussed between
2 the assigned therapist, case manager or psychiatrist and consumer, and specific limits set, if
3 necessary.

1 4. Consumers who miss two consecutive psychiatric appointments without advance notice should
2 be advised that further appointments will not be scheduled if the third appointment is not kept.

1 5. After a third consecutive “no show”, or if the consumer’s unreliability of attendance is beyond
2 those limits set and discussed by the therapist, case manager or psychiatrist a letter will be sent to
3 the consumer advising that further appointments will not be made unless approved by the
4 therapist, case manager or psychiatrist, nor will medication refills be authorized until the psychiatric
5 appointment is kept.

1 6. Those consumers who frequently fail to keep appointments, drop-out, or do not keep initial
2 appointments, and are judged to be in need of ongoing treatment, should be discussed with a Unit
3 Supervisor or Behavioral Health Service Manager for review and consideration for outreach
4 services or other referrals if appropriate. Lack of contact and lack of medication refills for over 180
5 days will be reviewed for closure.