

East Haven Counseling & Community Services

ATTENDANCE POLICIES

Clinicians/prescribers at East Haven Counseling & Community Services, or EHCCS, see clients by appointment. We make every effort to provide prompt care to all of our clients and ask for your cooperation in adhering to our policies. Our secretary will call to confirm your appointment one business day in advance, however, **it is your responsibility to know when your next appointment is scheduled**, regardless of whether we are able to reach you.

IT IS IMPORTANT TO BE ON TIME TO YOUR APPOINTMENTS.

We make every effort to see you at your scheduled appointment time, and we ask that you extend the same courtesy to us. If you are running late, please call to alert us to your late arrival to see if we can still accommodate you.

Please keep in mind that:

- If you arrive 10 minutes late or later, your appointment may be rescheduled.
- Clients who arrive on time may be given priority and seen before any late arrivals.
- Your clinician and/or prescriber will make the decision to see you based on what his/her schedule is for that day, and if lateness is a pattern.

ALSO, MISSED APPOINTMENTS AND NO-SHOWS AFFECT OUR ABILITY TO PROVIDE ADEQUATE AND TIMELY ATTENTION TO ALL OF OUR CLIENTS. When a client does not show up for an appointment, another client loses an opportunity to be seen.

Therefore:

- If you are unable to make your appointment, we ask that you call to cancel **at least 24 hours** in advance.
- Failure to cancel an appointment that you do not attend will be considered a missed appointment.
- If you miss three appointments in a row OR continuously miss or cancel appointments, we will consider that a sign you have decided you do not want to continue treatment, and you will have to speak with your clinician to discuss your future options.
- If you cancel or no-show for your initial visit, we will take that as a sign that you have decided you do not want treatment at EHCCS. You may call anytime within six months to reschedule. After six months, we will need to start the intake process over.
- Frequently missed or canceled appointments will result in discharge from services.

FEES AND CO-PAYMENTS ARE TO BE PAID AT THE TIME OF YOUR APPOINTMENT.

At this time, we can only accept **cash or check**. Not paying your fee or co-payment (unless you have different financial circumstances from when agreement was made) **will lead to discharge**.

APPOINTMENTS WITH PRESCRIBERS

EHCCS has three prescribers to help us give clients complete care. Prescribers will NOT be seen until you have had **at least three** regular sessions with your clinician. To continue to receive medication and see a prescriber, clients are required to continue to see his/her clinician ON A REGULAR basis.

Please keep in mind:

- **We cannot prescribe medications if you do not keep appointments with your prescriber and/or clinician**, as this violates agency protocol related to medical safety.
- In order for therapy to be effective, you must come to your appointments with your clinician **and** prescriber.
- If you frequently cancel or miss appointments with your clinician and/or prescriber, we will not be able to refill your medications.