



Notice to Clients/Consumers/Parents/Guardians:

As of February 1, 2022, Four County has implemented a new policy regarding cancellations and no shows for all clinic appointments. Clinic appointments including all therapy, medication clinic and psychological services. Consumers who have 3 No-Shows for **outpatient therapy** and/or for **medication clinic** services in a 12-month consecutive period may be terminated from those services.

**Definition of No-Show Appointment -**

- When the consumer does not arrive for a scheduled appointment.
- If consumers do not call Four County by 2:00pm the day before an appointment if they need to cancel. If the appointment is on a Monday, then contact must be made by Friday at 2:00pm.
- When a consumer arrives late to an appointment past the acceptable parameters for that appointment.

If you have questions or believe you might be a risk of being terminated from services, please discuss this with your primary clinic provider at your next appointment.

Regards,

Four County