



## **Client Attendance Policy**

To receive the best care possible, it is important to consistently attend your scheduled appointments. We understand that unexpected situations may arise; however, the following attendance policy has been established to support your participation and ensure effective treatment.

### **Cancellation or Late Arrival**

- If you need to cancel, reschedule, or anticipate being late, please contact our office as soon as possible.
- Failing to cancel, arriving more than 15 minutes late, or canceling after the scheduled start time will be considered a “No Show.”
- If you arrive 15 minutes or more late, your appointment may be cancelled or shortened at the provider’s discretion.

### **Consequences for “No Show” appointments**

- Repeated “No Shows” may result in reduced appointment frequency or delayed rescheduling.
- Two consecutive “No Shows” without contacting the clinic will result in the cancellation of all future appointments with that provider.
- Additional consequences may include temporary suspension of services, adjustments to your treatment schedule, or other actions determined by your provider.

### **Attendance**

- To ensure continuity of care, you must maintain regular attendance. Failure to schedule or attend an appointment within a 30-day period may result in a review of your case and possible discharge.
- If services are suspended due to poor attendance, you may schedule one appointment to discuss options for returning to services after re-establishing contact.
- Suspension or discharge from one program does not automatically affect your eligibility for other services at Brightwater Health.

We will make every effort to contact you regarding appointments by phone or mail. It is your responsibility to keep your contact information up to date so we can reach you.

By signing below, you acknowledge that you have read and understand Brightwater Health’s Client Attendance Policy.

Client Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Guardian Signature: \_\_\_\_\_ Date: \_\_\_\_\_