

<p style="text-align: center;">COUNSELING SERVICES</p> <p style="text-align: center;">Niagara University</p>	<p style="text-align: center;">POLICIES & PROCEDURES</p> <p style="text-align: center;">“No Show” Appointments</p>	<p style="text-align: center;">Review History</p> <p>Data Initiated: February 2012</p> <p>Last Revision: June 2012</p> <p>Date(s) Reviewed/Revised: May 2012, Feb 2012</p>
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Rationale:

Circumstances arise when appointments are not kept. Students who do not cancel an appointment will be contacted to determine whether another appointment should be scheduled, the patient has decided to obtain service elsewhere, or no action is required.

Procedure

1. Clients who do not keep appointments will have the notation “No Show” on their electronic record with the date and time recorded as a progress note. The assigned therapist will complete these tasks.
2. The no show appointments will be reviewed by the therapist and director to ascertain what follow up action should be taken. (All no-show appointments will be contacted by phone and /or email regarding missing their appointment and asking them if they would like to reschedule.)
3. Clients who are high priority and cannot be reached by phone will receive an email letter to their official NU student account restating the nature of the letter and request they contact Counseling Services to arrange a follow up.
4. The director will be notified of all students that fail to respond to their email correspondence, which will need continued follow up.
5. For the first no show, an email letter will be sent to the student’s NU email, informing them of the no show and asking to reschedule.
6. If the student reschedules and no-shows again, official letter will be sent by the director to the student’s NU email indicating that they will be billed for the missed appointment. The student will have 10 business days in which to settle their account.
7. If the student does not settle their account within 10 business days, a letter will be sent to the student’s local address and NU email, informing the student of their assessed fee. The student will then have 10 business days

from that point to settle their account. The student will be informed that if they do not settle their account, their student account will be billed and notification will be sent to their NU email, local and home address regarding their delinquent account.

8. If the student does not settle their account within 10 business days of the last notification, an official letter will be sent to the student's NU email, local address and home address indicating that their student account will be billed for their missed appointment(s). The official letter will request they contact Counseling Services regarding follow up.
9. Letters will be provided to the Office Coordinator who will send student official letter reminding them of no-show policy and charge of \$20 for future missed appointments, \$62.50 for missed Nurse Practitioner appointment. Missed judicial appointments will require payment of full fee (\$60.00 for counselors and \$125 for the Nurse Practitioner).
10. It is the mental health counselor's responsibility to keep track of the timeline related to billing. The mental health counselor is also responsible for informing the director of the notification timeline.