# Child and Family Service of Saginaw County

Attendance Expectation Policy

# \*Effective 02/01/2024\*

## Child and Family Service strives to schedule appointments according to individual needs and clinician availability.

## Reminder calls/texts/emails are provided as a helpful service rather than an obligation and should not be your sole means of remembering scheduled commitments.

Each client is expected to attend each scheduled session on time. A cancelled or delayed appointment delays our work and can then negatively impact our therapists’ schedules as well as those of our other clients. While we appreciate as much notice as possible, we require a minimum of a 24-hour notice for any appointment that needs to be rescheduled or canceled, so that we are able to offer that time to other clients in need.

## HOW 24-HOUR NOTICE WORKS

A fee of **$40** will be charged when you miss or cancel a therapy or psychiatric appointment without giving **24-hour advance notice.** This means that if an appointment is scheduled for 3:00 pm on a Tuesday, notice must be given by 3:00 pm on Monday **at the absolute latest. Note that if** your appointment is on a Monday, the cancellation needs to be provided no later than the prior Friday, by your appointment time, to be considered proper 24-hour notice.

**The No Show/Late Cancel fee of $40** will need to be paid before you can reschedule. If you already had visits scheduled past the one missed, those will be cancelled until the fee is paid. The only exception to this cancellation policy is in the event of a serious or contagious illness or emergency.

Some examples of emergencies are car accidents, deaths in the family or extreme illness. **Work issues do not constitute emergencies**. This cancellation policy also applies even if missing the appointment was an unintentional act.

**SLIDING FEE SCALE CLIENTS-** your cancellation fee is $20.00.

**HOPE COUNSELING FUND RECIPIENTS-** you have no cancellation fee, but you will forfeit a funded visit.

## SEXUAL ASSAULT & EMPLOYEE WELLNESS CENTER, MEDICAID OR MEDICARE CLIENTS

Please note that the fees described in this policy cannot be applied to you. Thus, clients with this insurance who have three or more late cancellations or no-show sessions in a six-month period or in two consecutive sessions may result in immediate discharge and referral elsewhere.

If your contact information changes, it is your responsibility to change the information on your patient portal or inform our front desk of any changes.

Thank you for your understanding.