



# Monterey County Behavioral Health Policy and Procedure

<b>Policy Number</b>	407
<b>Policy Title</b>	Cancellation/No Show
<b>References</b>	Policy No. 409 Case Closing
<b>Form</b>	None
<b>Effective</b>	September 8, 1986 Revised: October 8, 1995 Revised: October 9, 1997 Revised: October 1, 2008

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1 **Policy**

1 Frequent cancellations or failure to keep appointments may seriously interfere with effective  
2 treatment. For that reason, services may be discontinued if appointments are regularly missed.

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1 **Procedure**

1 1. Consumers should be notified at their initial contact that a minimum of 24 hours advance notice  
2 is requested if the consumer wishes to cancel an appointment.

1 2. Occasional cancellations with reasonable explanations are allowed.

1 3. Repeated cancellations and “no shows” without sufficient cause are to be discussed between  
2 the assigned therapist, case manager or psychiatrist and consumer, and specific limits set, if  
3 necessary.

1 4. Consumers who miss two consecutive psychiatric appointments without advance notice should  
2 be advised that further appointments will not be scheduled if the third appointment is not kept.

1 5. After a third consecutive “no show”, or if the consumer’s unreliability of attendance is beyond  
2 those limits set and discussed by the therapist, case manager or psychiatrist a letter will be sent to  
3 the consumer advising that further appointments will not be made unless approved by the  
4 therapist, case manager or psychiatrist, nor will medication refills be authorized until the psychiatric  
5 appointment is kept.

1 6. Those consumers who frequently fail to keep appointments, drop-out, or do not keep initial  
2 appointments, and are judged to be in need of ongoing treatment, should be discussed with a Unit  
3 Supervisor or Behavioral Health Service Manager for review and consideration for outreach  
4 services or other referrals if appropriate. Lack of contact and lack of medication refills for over 180  
5 days will be reviewed for closure.