



## Treatment Attendance Policy

### Policy:

Clatsop Behavioral Healthcare (CBH) recognizes that in order for individuals to receive the most effective services available, it is essential that each person attend sessions and groups as agreed on in his or her Treatment/Recovery Plan. Our attendance policy is that no-shows or late cancellations may result in termination of treatment.

### Definitions:

1. A **no-show** is an unexcused absence from a scheduled individual therapy session or group session. Clients are expected to be on time, and if you arrive more than 10 minutes late this may also be considered a no-show and you may not be seen.
2. A **late cancellation** means cancelling an appointment less than 24 hours ahead of time (except for legitimate emergencies).

### Procedures:

Absences from treatment, for whatever reason, are taken seriously and must always be discussed at the next treatment session. If need be an absence will be discussed with referring sources, which may lead to unfavorable consequences from the referring agency. If a patient has not been seen for greater than 4 months, prior to scheduling the patient with a Licensed Medical Practitioner (LMP), the receptionist must obtain approval from an LMP.

### Therapy:

- If an individual is seeing a CBH therapist and no-shows or is a late cancel to one appointment, a receptionist will attempt to contact the client by phone to reschedule. If the appointment is not rescheduled, the client may receive a letter encouraging re-engagement with services and remind individuals of our Treatment Attendance Policy.

- If an individual is seeing a CBH therapist no-shows or late cancels two or more scheduled appointments, it is an indication that he or she is not committed to the agreed-upon Treatment/Recovery Plan and it may lead to termination of services. A letter will be sent to encourage re-engagement with services and remind individuals of our Treatment Attendance Policy. If there is no response to this letter, treatment services will be terminated.
- If an individual has received a reengagement letter previously and schedules an appointment but does not attend, this could lead to immediate termination of services.

#### Mandated Treatment:

- Individuals legally mandated to attend treatment services at CBH might be immediately reported to referents at the time of any no-show or late cancellation.
- For frequent no-shows or late cancellations, individuals who are legally mandated to attend treatment services may be considered non-compliant and their referent will be notified.

#### Addictions Treatment:

- Individuals are expected to remain abstinent from alcohol and other drugs of abuse while in treatment unless prescribed by a physician. Treatment is a time to evaluate the relationship with substances of abuse and an objective evaluation is impossible if individuals are actively using any substances of abuse.
- Individuals will inform their primary counselor of ALL medications they are taking, including over the counter medications, while in treatment. Individuals will present any prescriptions, current or newly obtained to their counselor for verification. Some medications will require coordination with my Primary Care Physician.
- If treatment is mandated, consent to release confidential information will be obtained and ANY use of alcohol and/or drugs will be reported to an individual's referral source. Because relapses are often part of the recovery process, the treatment team will review treatment level and treatment plan to assist individual in remaining drug and alcohol free.
- Individuals are expected to refrain from consuming alcohol, drugs, medications (unless prescribed to them and prescription is presented), non-alcoholic beer, cough syrup containing alcohol, mouth wash containing alcohol, as well as anything containing poppy seeds. Individuals are also expected to refrain from consuming or using excessive amounts of alcohol based hand sanitizer.
- Urine Drug Screens (UA's) taken to substantiate an individual's abstinence may be OBSERVED. UA's are mandatory for treatment compliance. If individuals do not provide a collection on the designated day, their counselor will be notified they were a "NO SHOW". Two "no shows" in a row could be considered a compliance issue. Any results that return as "not consistent with normal human urine" could be a compliance issue and could result in restarting an individual's time in treatment.

## Treatment Attendance Policy Continued

### Licensed Medical Practitioner:

- Clatsop Behavioral Healthcare prescribers are required by law to monitor an individual's response to medications at least every three months and more frequently if changes are required in an individual's medications. No Call, No Show and Late Cancellations (less than 24 hours prior to an appointment) for psychiatric evaluations and medication follow-up appointments are indications of lack of commitment to treatment and may lead to termination with the CBH prescriber.

### **PSYCHIATRIC EVALUATION APPOINTMENT**

- When an individual is referred directly by a Primary Care Physician and fails to show for a scheduled Psychiatric Evaluation the following steps will be taken:
    1. The Primary Care Physician will be notified of the failure to show for the scheduled appointment.
    2. The Primary Care Physician must submit a second referral to CBH prior to rescheduling the appointment.
    3. An individual will not be rescheduled for at least 30 days following the missed appointment.
  - If an individual is referred by a CBH therapist or counselor and fails to show for a scheduled Psychiatric Evaluation the following steps will be taken:
    1. The therapist/counselor will be notified of the failure to show for the scheduled appointment
    2. The therapist/counselor must submit a second referral indicating the individual's commitment to attending the appointment.
    3. An individual will not be rescheduled for at least 30 days following the missed appointment.
  - Late cancellation of a Psychiatric Evaluation will be handled as a NO SHOW, NO CALL. However, the LMP has the discretion to approve rescheduling of the Psychiatric Evaluation in the case of a Late Cancellation.
- **MEDICATION FOLLOW-UP APPOINTMENTS**
    - At the time of the first No Call, No Show, the receptionist will place a phone call to the individual to encourage him or her to reschedule. Next appointment available may be up to six weeks later. **No refills will be provided until an individual is seen by a prescriber.** A brief walk-in time – first come, first served - is available each week to see a prescriber and obtain a refill on meds once an appointment has been scheduled for follow-up. **No changes in meds will be made at the walk-in time.** The LMP has the discretion to provide a partial refill (until the next walk-in time) for medications that should not be stopped abruptly
    - At the time of the second No Call, No Show, a letter will be sent to an individual encouraging re-engagement. No refills will be provided until he or she is seen by a prescriber.

- At the time of the third No Call, No Show, a letter closing the individual's chart for the Psychiatric Medication Program only at Clatsop Behavioral Healthcare will be sent.
- Frequent failures to attend appointments may result in termination from seeing a prescriber at CBH.
- At the time of the first Late Cancellation, individuals are expected to reschedule immediately. No refills on meds will be provided until he or she has scheduled an appointment. Meds will then be provided until the next appointment.
- At the time of the second and subsequent Late Cancellations, **no refills will be provided until an individual is seen by a prescriber.** A brief walk-in time – first come, first served - is available each week to see a prescriber and obtain a refill on meds once an appointment has been scheduled for follow-up. **No changes in meds will be made at the walk-in time.** The LMP has the discretion to provide a partial refill (until the next walk-in time) for medications that should not be stopped abruptly.
- Frequent missed appointments may result in termination from seeing a prescriber at CBH.

**Termination:** If your services are terminated for missed appointments or non-compliance, you may reapply at any time. Your application for service will be treated as a new application and your appointment history will be addressed as part of the intake assessment process.

*If there are any questions about this policy please ask to speak to a supervisor before signing below.*

**I have read the treatment attendance policy and procedures and my signature below attests to my understanding and agreement to the above terms and conditions. If it becomes necessary for me to miss a scheduled appointment I will call as soon as possible, *but at least 24 hours ahead of time*, to cancel my appointment.**

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Client (or Parent/Guardian's) Signature

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Date

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Print Name

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Client Date of Birth