

OUTPATIENT BEHAVIORAL HEALTH CLINIC  
Department of Psychiatry and Behavioral Sciences

**No Show & Late Show Policy**

**No Show Policy:**

- ❖ To ensure that we are able to provide appropriate and consistent services for both you and your family, we ask that you make every effort to attend all scheduled Outpatient Behavioral Health Clinic appointments.
- ❖ If you are unable to attend a scheduled appointment, please call to notify our staff of your intended absence at least 48 hours in advance at (720) 777-6200, option #1 followed by option #5.
- ❖ **No Shows:** If you do not call ahead and do not keep a scheduled appointment, we will call you to remind you of the Clinic's No-Show Policy. If a second missed appointment occurs without an advance call, you will lose your standing appointment and will need to call us to re-schedule. If there is a third No-Call/No-Show, you will be discharged and referred out of the clinic. If you are a new patient, we will not reschedule an intake appointment after two missed intake appointments.

**Late Show Policy:**

- ❖ Parents and families are asked to come at least 15 minutes prior to their scheduled appointment time, to check-in and complete intake paperwork if necessary.
- ❖ You must check-in at our 4<sup>th</sup> floor front desk for every outpatient visit regardless of where you will be meeting your group or care provider.
- ❖ **Late Shows:** To ensure timely, consistent and comprehensive care, and to avoid inconvenience to your fellow patients, those who arrive more than 15 minutes past their scheduled time will need to be rescheduled.

I have read, understand and agree to follow these conditions.

Parent or Guardian Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_

Parent or Guardian Signature: \_\_\_\_\_

*Please review carefully and return the signed form to the Front Desk staff.*