

**THE SALUDA COUNSELING SERVICES CENTER, INC.
MISSED APPOINTMENT POLICY**

The Saluda Counseling Center (TSCC) charges a fee to patients and clients who do not cancel their appointment by the end of the business day (5:00 PM) the day before the scheduled appointment.

SECTION 1. Fees

If the patient or client does not provide the appropriate notice for missing an appointment, they will be charged a fee of \$50.00.

SECTION 2. Responsibilities and Reminders

After scheduling an appointment, keeping track of these appointments is the responsibility of the patient or client.

TSCC will provide appointment reminders up to three days prior to the scheduled appointment via email, text, and/or phone call as a courtesy. However, it is still the responsibility of the patient or client to maintain updated contact information to allow for these reminders to be received as intended.

SECTION 3. Courtesy Exceptions

TSCC acknowledges that from time to time you may need to miss your appointment unexpectedly. In these situations a fee may be forgiven if requested by the patient once per year at the discretion of the billing staff or business manager. Once a fee is waived, generally any additional fees will not be waived for the remainder of the calendar year.

The billing staff or business manager will review your account when considering discretionary exceptions and consider the following criteria:

1. Has the patient or client had a fee waived within the calendar year?
2. Was the patient or client hospitalized at the time of the appointment?
3. Was there a transportation issue that impacted the patient's or client's ability to arrive to the appointment on time, or at all?
4. Did the patient get sick unexpectedly on the day of the appointment?
5. Other circumstances may be considered on a case by case basis when escalated to the business manager or other management.

SECTION 4. Excessive Missed Appointments

If the patient or client misses, cancels or no-shows three consecutive appointments or exhibits other excessive appointment cancellation behavior patterns the provider may discharge the patient or client at their discretion. In these cases the patient or client is not demonstrating engagement in the clinical therapy or psychiatric medication management process which requires consistent participation.

Discretionary discharge must follow regular discharge policy by documenting the following actions: 1) Phone call to person, 2) Sending a 10-day warning letter by mail, 3) Sending a discharge/chart closing letter by mail.