

Family Guidance Center Attendance/Discharge Policy

The Staff at Family Guidance Center is dedicated to providing the highest quality service to our clients and their family. Consistent attendance and active participation in treatment is required to obtain the optimal treatment outcome. To adhere to this policy, we ask that you acknowledge the following guidelines:

1. If you must cancel a session, please give Family Guidance Center at least 24 hours notice. Please call your therapist to make them aware of your circumstances.
2. If you do not call to cancel a session or call less than 24 hours before your scheduled session, it is considered a NO SHOW. Two consecutive NO SHOWS or three nonconsecutive NO SHOWS may result in your case being closed.
3. If you have excessive cancellations (3 or more within a 2-month period) it may result in your case being closed unless there are extraordinary circumstances.
4. If you miss an appointment with the Doctor, prescription renewal cannot be guaranteed. Medications can be an important part of treatment. The Doctor needs to see you to evaluate the medications and ensure optimal results. **Phone in prescriptions will only be considered one time in a 12 month period.**

Discharge may also be the result of, but not limited to, the following:

1. Goals are achieved or goals are not achieved but client is satisfied with the progress.
2. Client is no longer eligible for services through their insurance plan and is ineligible, unable or unwilling to participate in Family Guidance Center's sliding fee scale.
3. Client becomes physically, emotionally, or verbally abusive to self or others resulting in removal from Family Guidance Center's premise.
4. Client needs a higher level of care or a service that is not provided by Family Guidance Center.
5. Client is not maintaining confidentiality of others.
6. A Director has the right to review all cases for attendance and progress and make recommendations for discharge.

I acknowledge the above and agree to adhere to the Attendance/Discharge Policy to the best of my ability by signing the Consent Agreement Form 111-MH.