



NO SHOW/CANCELLATION POLICY

Client Name: _____

Date of Birth: _____

Regular attendance at Psychiatric Clinic appointments is very important. IMPOWER services will not be effective in helping you, or your child, if you do not keep your scheduled appointments. To ensure that you are receiving the very best care possible, the Psychiatrist, ARNP (Advanced Registered Nurse Practitioner) or PA (Physician Assistant) must monitor medication regularly and will NOT write prescriptions without seeing the client. It is your responsibility to attend all scheduled appointments.

When the above-named client is in treatment with any IMPOWER Psychiatrist, ARNP, or PA, the following will occur.

- You will receive a reminder to call to schedule your next appointment prior to the “Call Date” provided to you at your last visit.
- You will receive a reminder of your scheduled appointment at least 48 hours prior to your appointment. Reminders will be in the form of either a telephone automated voice message or text message (text message rates may apply. Consult your cellular provider for details).
- If you receive a telephone automated message, you must follow the prompts to confirm or reschedule your appointment.
- If you receive a text message, or you do not answer the reminder call, and you cannot attend the appointment as scheduled, you must contact the office at least 24 hours prior to the appointment to reschedule. If you do not call the office to reschedule, you are confirming the appointment.
- If you meet one of the following criteria, your appointment will occur during Walk-In hours only. You will not receive a regularly scheduled appointment. You will only be able to see the Psychiatrist, ARNP or PA during Walk-In hours.
 - Failure to provide adequate twenty-four (24) hour notification of cancelation of two (2) consecutive follow-up appointment
 - Cancelation of three (3) consecutive follow-up appointments
- In order to attend a Walk-In appointment, please call IMPOWER Central Referrals and Scheduling for dates and times.
- As a Walk-In patient, you must arrive at the office at the prescribed time and wait to see the Psychiatrist, ARNP or PA. There may be a lengthy wait and we cannot guarantee that you will be seen that day.
- You are responsible for notifying us of any change in your contact information.
- If you fail to visit the doctor/ARNP/PA during Walk-In hours at the prescribed interval, or you qualify for the Walk-In clinic more than 2 times a year, your case will be closed.

I understand the IMPOWER No-Show/Cancellation policy and understand that regular attendance is necessary for treatment to be effective. Therefore, I agree to attend all scheduled sessions. If I cannot keep an appointment, I will call the staff at least 24 hours in advance to reschedule.

Client/Guardian Signature

Date