

Attendance Policy

Reminder Calls

- ❖ HMCS makes daily reminder notification through an automated system forty eight hours prior to your appointment as a courtesy. Because this is a courtesy, you are still responsible and will be charged even if you did not receive this reminder.
- ❖ Please make sure that we have a working number for you or an active email. You may receive an email or text reminder upon request.
- ❖ If you receive a message and need to change your appointment after hours, please call (865) 588-3173 & leave a message in the **general mailbox**.

Late Cancellations/No Shows

- ❖ We request that cancellations be made with **24 hours business day notice, Monday through Friday**. (Holidays do not count as a business day.)
- ❖ Please be considerate of others who may need or want your appointment if you cannot make it. You may be the beneficiary of someone who cancels appropriately.
- ❖ We keep a cancellation board for clients who are waiting on appointments.
- ❖ Because we believe that consistency and commitment are part of the therapeutic process, the policy at HMCS is that multiple late cancellations or no shows may be considered unacceptable to continue working with your therapist, nurse practitioner, or psychiatrist.

If you have **two (2) late cancellations, two (2) no shows or a combination of two late cancels or no shows** with one or more providers, you may be dismissed from the practice.

You will be **charged \$65 for a late cancellation (less than 24 hour business day notice) or a no show**.

While we understand that life events do happen, we request that you call to cancel as soon as possible. Waiting until just before your appointment does not give us the opportunity to contact someone else that is waiting for an appointment.

Other

We will consider your file closed after 6 months of inactivity. If you are in need of our services in the future, please contact us and we will schedule based on availability.

I understand and agree to the HMCS attendance and appointment policy.

Client Signature

Relationship

Date

Witness

Date