



MHA of Westchester's Clinic Attendance Practice

An individual's journey to recovery is greatly enhanced by consistent and strong engagement in the therapeutic process. A client can demonstrate this commitment through regular attendance and active participation in their treatment services. MHA's clinic attendance policy is as follows:

1. Throughout the course of treatment we will discuss and collaboratively agree upon the frequency of visits to best assist you in reaching your treatment goals.
2. In the event that you cannot attend a scheduled appointment, you should make a reasonable effort to call the clinic and cancel. If we do not hear from you, we will call to briefly check in, and discuss potential scheduling options. In some circumstances, the Outreach Specialist may also contact you. Appointments must be cancelled 24 hours in advance or they will be considered a no-show.
3. Should you miss three consecutive appointments or have three same-day cancellations/late arrivals in a 45-day window, then you may not be permitted to re-schedule without speaking with a member on our team. We may speak with you regarding your engagement in treatment and explore barriers to attending scheduled appointments. You may also be subject to discharge from the clinic due to lack of engagement in care.
4. If you are seeking or engaged in our Psychiatric services, please be aware that you must be actively engaged in therapy services as agreed upon in your treatment plan with your clinician. If you are not attending appointments as agreed upon with your clinician, it is possible that your psychiatrist appointment will be canceled or placed on stand-by status.

Any questions or concerns about this process should be directed to your treatment team. I hope that your experience in the clinic will be positive and will assist you in reaching all your goals.

Client Signature

Date

Staff Signature

Date