

**Name:**

**Medicaid ID #:**

**Record #:**

---

Monarch  
No Show Policy

1. Monarch requires at least 48 hours notice to cancel an appointment in order to allow our staff to reschedule another person in need for that time slot.
2. Designated staff will check the next day's schedule and call all scheduled office appointments. A message shall be left on answering machines only if you have given permission to Monarch for this to occur on the Consent to Treat form.
3. Every no show event will be documented in the chart.
4. A clinician who experiences a no show will make an attempt to contact you and assess the reason for the no show. All attempted contacts will be documented in the chart and a no show letter may be mailed.
5. At the next scheduled appointment after every no show, the clinician should discuss with you or your family member(s) the reason for the no show, the importance of keeping scheduled appointments, and review our no show policy. The treatment plan/PCP should be adjusted accordingly based on any information obtained during this discussion.
6. After 3 no shows (consecutive or non-consecutive), you will be placed on "call in status only". This means no additional appointments will be scheduled for you and you will need to call the agency when you want to schedule an appointment. No appointment will be given more than 72 hours in the future from the time of the phone call. If you report a need that appears to be urgent or emergent, then the individual will be transferred to a licensed or provisionally licensed clinician for a telephone screening.
  - For Medication Services, you will be placed on walk in status and no appointment will be given until such time that you begin to show consistency in your appointment attendance for other services.
  - For group services you may be asked to make an individual appointment with your therapist or the group leader prior to being allowed to return to the group.
7. If the result of the telephone screening indicates an urgent or emergent need, then the clinician will instruct you and/or your family member(s) to come to the office on a walk in basis and be seen within 2 hours (emergent), or transfer you back to the front desk staff who may give an appointment within 48 hours (for calls deemed to be urgent).
8. Any person is out of services for 60 days will be terminated from services and the case will be closed. A letter will be sent to the last known address informing them of the pending case closure at least 7 days prior to closing of the case. The letter will notify the individual of the specific date that their case will be closed unless they contact Monarch and request additional services. This letter will also be carbon copied to any appropriate community partners who have current releases (i.e. DSS, DJJ, Probation Officers, etc) informing them of the pending case closure.

Your signature below indicates that you have read this policy, understand it and agree to comply with its requirements.

\_\_\_\_\_  
Signature of Person Served

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Legally Responsible Person

\_\_\_\_\_  
Date