

**Cattaraugus County Counseling Centers**  
**ATTENDANCE POLICY**

The purpose of this policy is to maximize the use of limited agency resources by directing them to clients in need of services and who are also committed to using the services appropriately. Individuals who demonstrate a lack of commitment to treatment by repeated missed appointments with a therapist or the MD/NPP without notification or who cancel more than one appointment in a row will be restricted from most services until a commitment to treatment is demonstrated.

1. All clients must keep appointments as scheduled with therapist/MD/NPP.
2. It is extremely important for you to attend your initial assessment sessions, which are scheduled for a full 45 minutes. You must arrive on time for all sessions. If you fail to attend your initial assessment sessions, your case may not be accepted for treatment.
3. All clients, who are NOT in medication only clinic, **MUST see their therapist at least once a month**. Failing to do so will put your case in jeopardy of being closed.
4. ***Failure to see your therapist may result in your medications not being prescribed.***
5. All clients should arrive 15 minutes before their scheduled appointments to allow for check in time, etc. Clients that arrive **more than 5 minutes after** their scheduled appointment time may not be seen.
6. Anyone who misses more than **2 appointments in a 3-month** period may have their case closed.
  - ❖ ***A missed appointment is defined as not attending OR canceling a scheduled appointment with less than 24 hours' notice.***
7. Calling to cancel/reschedule **more than 1 appointment in a row** may put your case at risk of being closed.
8. In order to reschedule an appointment and not have it count as a missed appointment, you must call the central scheduler at 701-3329 at least 24 hours prior to that appointment AND a new appointment must be scheduled within 2 weeks of the original appointment.
  - ❖ If you are seen at a school, CARES or Olean Medical Group, please call your therapist directly.
9. Clients may not make a choice to engage in medication clinic services only. This is a decision that is made by the treatment team –including the person prescribing the medication. Please see the policy regarding medication clinic for further information.
10. It is very important that every client stay in touch by phone with their therapist, or in the case of the MD/NPP, with one of the nurses to communicate to them any barriers that are impacting their ability to keep appointments.
11. **PLEASE NOTE IF YOUR CASE IS CLOSED DUE TO MISSED APPOINTMENTS, YOU MAY BE PUT ON A 60-DAY HOLD FOR RESCHEDULING**