

ATTENDANCE AND PARTICIPATION RESPONSIBILITIES

For staff and services to be most effective, it is important that you attend all appointments as scheduled.

We understand that often things happen in life that may interfere with attending an appointment. Below describes how lack of attendance may impact your services:

- **Cancellations-** You or someone for you contact the agency 48 hours before your appointment.
- **Did Not Show-** You or someone for you contact the agency less than 48 hours before your appointment or you do not call or show

Individuals who cancel or no-show their first appointment will be sent a letter with a date for closure. In order to avoid closure, you must contact staff immediately to schedule and attend a face-to-face meeting before the closure date.

Individuals who cancel or do not show for 2 consecutive appointments may receive a letter of pending closure.

Individuals participating in prescriber services may be declined refills or terminated from prescriber services for repeated cancellations and/or no-shows.

Individuals participating in Pathways must attend a minimum of two classes a month

To avoid an unplanned closure, here are a few ideas:

- Make sure the contact information you give is accurate
- Make sure you keep staff up to date when you change your phone number, e-mail or address
- When obtaining a next appointment card, inform staff of days and times when you are usually unavailable
- Request reminder calls or e-mails