

## Attendance Policy

It is important for continuity of care that clients regularly attend their therapy sessions. NYFS asks that all clients cancel appointments 24 hours in advance whenever possible. Clients may then contact our staff to reschedule any cancelled appointments. Please note the following limitations:

***If you are in Outpatient or School-Based Therapy Services:***

- If you miss (do not show and do not call), your clinician may address this as a clinical issue.
- If you miss **three appointments within eight sessions**, your file will be closed, and your clinician can refer you to alternative care or you can choose to return to the NYFS clinic/school-based waiting list until a clinician again has availability.
- In outpatient clinic, a late cancellation (less than 24 hours' notice) will be considered a missed appointment.

***If you are in NETS Day Treatment:***

- After **three absences without notice**, a meeting of concern may be called to address clinical concerns with a parent/guardian and a plan will be created for increased program engagement.
- If the youth is unable to consistently engage in programming after this meeting, their place in the program may be lost and alternative service referrals will be provided.

***Late Arrivals:***

In order to provide the best service possible, NYFS schedules appointments for a specific day and time. We hope you will make every effort to keep your appointments and to attend at the scheduled time.

Please note:

- If you are 15 or more minutes late, there is no guarantee you will be seen by your provider.
- You will not be seen by your provider if you are 25 minutes late.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Patient or Personal Representative's Signature

\_\_\_\_\_  
Relationship of Representative

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Youth Signature