



*Providing Help
Creating Hope*

Catholic Charities No Show and Late Cancellation Policy & Procedures

Rationale and Definition of Terms: Catholic Charities Clinical Counseling is a valuable resource for the community, the client and potential clients. If a client is unable to attend an appointment, another client could be served if enough notice of the cancellation is provided. A client's unannounced cancellation of a session, a "No Show", and a client's cancellation that is within 24 hours of the scheduled appointment, a "Late Cancellation", often results in an unused resource that has costs to Catholic Charities and, in some situations, the larger community. Therefore, Catholic Charities has developed the following policies and procedures regarding "No Show" and "Late Cancellation" appointments.

Policy for Counseling Clients Who Do Not Appear for a Scheduled Session

A client who does not appear for a scheduled counseling appointment will be charged the full client portion of the counseling fee that has been agreed upon. Clients are expected to make payment toward any No Show session prior to receiving any subsequent counseling session. Exceptions to this can be determined by the counselor and reported to the regional director.

Procedures to be followed for Counseling Clients Who Do Not Appear for a Scheduled Session

Each client will be informed of Catholic Charities policy for No Shows during the intake process.

If a client No Shows, the Catholic Charities counselor, or other assigned staff person, will communicate to the client that he/she is responsible to pay the agreed upon fee for the missed session at or before the next session. If a client does not request additional sessions after the No Show session, the client will be sent a bill for the No Show session and any other session(s) for which payment is outstanding. A payment plan may also be implemented with the client.

Documentation to use when Counseling Clients Do Not Appear for a Scheduled Session

During the intake process the counselor, or other assigned staff person, informs the client of the policy for No Shows as the Authorization, Appointments and Fees form is reviewed and signed by the client.

When a No Show occurs, the counselor will document, within the Catholic Charities data system, on a Counseling Event form dated the date of the scheduled session, that the client No Showed.



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Policy for Counseling Clients Who Cancel a Session with less than 24 Hour Notice (Late Cancellations)

A client who cancels a counseling session within 24 hours of the scheduled session will be charged half the counseling fee that has been agreed upon. Clients are expected to make payment toward any Late Cancellation prior to receiving any subsequent counseling session. Exceptions to this can be determined by the counselor and reported to the regional director.

Procedures to be followed for Late Cancellations

Each client will be informed of Catholic Charities policy for Late Cancellation during the intake process.

When a client cancels a session within 24 hours of their scheduled session, the counselor or other assigned staff person will communicate to the client that he/she is responsible to pay half of the agreed upon client portion of the fee for the session.

If a client does not request additional sessions after the Late Cancellation, the client will be sent a bill for the Late Cancellation and any other session(s) for which payment is outstanding.

Documentation to use for Late Cancellations

During the intake process the counselor, or other assigned staff person, informs the client of the policy for Late Cancellations as the Authorization, Appointments and Fees form is reviewed and signed by the client.

When a Late Cancellation occurs, the counselor indicates within the Catholic Charities data system, on a Counseling Event form dated the date of the scheduled session, that the Late Cancellation occurred.