

To best serve clients enrolled in Behavioral Health services and to shorten wait times, appointment attendance will be monitored. If you cancel or miss multiple appointments without adequate notice, restrictions will be placed on your ability to schedule another appointment.

We understand things come up that make it difficult to attend appointments. If you are unable to attend your appointment, please call us at **816-777-2722** with as much notice as possible.

Let us know in advance when you need to cancel, so we can offer the appointment slot to someone else. Notice of one full day or more is required; however any notice is better than none.

If you miss multiple appointments without notice or cancel/reschedule multiple appointments with less than one full day's notice, you may be placed on 'walk-in only eligibility' status. *Walk-in only eligibility* is first come, first served. This may also mean you see a different provider.

Walk-in Only Eligibility Details			
Occurrence	Reason for Placement on Walk-In Only Eligibility	Duration	Services Available
First Occurrence	In the first six months of services, three or more appointments are missed or cancelled/rescheduled with less than one full day's notice.	3 Months	<ul style="list-style-type: none"> Walk-in Psychiatry and/or Brief Therapy with a Behavioral Health Consultant (BHC) Case Management
Second Occurrence	In the six months following first occurrence, two or more appointments are missed or cancelled/rescheduled with less than one full day's notice.	6 Months	<ul style="list-style-type: none"> Walk-in Psychiatry and/or Brief Therapy with a BHC Case Management Possible referral to another agency

Our goal is to help as many clients as possible. This policy is meant to help us better serve you.